



**Revision of the Appeal Mechanism for
Evaluation Reports on the Effectiveness of
Quality Assurance Systems in Québec Colleges**

This document can be viewed online at the Commission d'évaluation de l'enseignement collégial's website: <http://www.ceec.gouv.qc.ca>

The original French version of this document, Évaluation de l'efficacité des systèmes d'assurance qualité, was adopted by the Commission d'évaluation de l'enseignement collégial at its 296th meeting, held in Québec City on March 29, 2017.

In March 2017, the Commission d'évaluation de l'enseignement collégial (CEEC) added a new step to its appeal mechanism (definitive right of reply) for colleges, as part of its evaluation of the effectiveness of the quality assurance system. This step allows colleges to express their point of view independently with respect to the rulings and messages for improvement included by the Commission in its evaluation reports, once they have been finally approved.

Context

In the fall of 2016, the Commission obtained official recognition that its approach met the key international standards for quality assurance in higher education. This certification was issued by the International Network for Quality Assurance Agencies in Higher Education (INQAAHE) and is valid for five years.

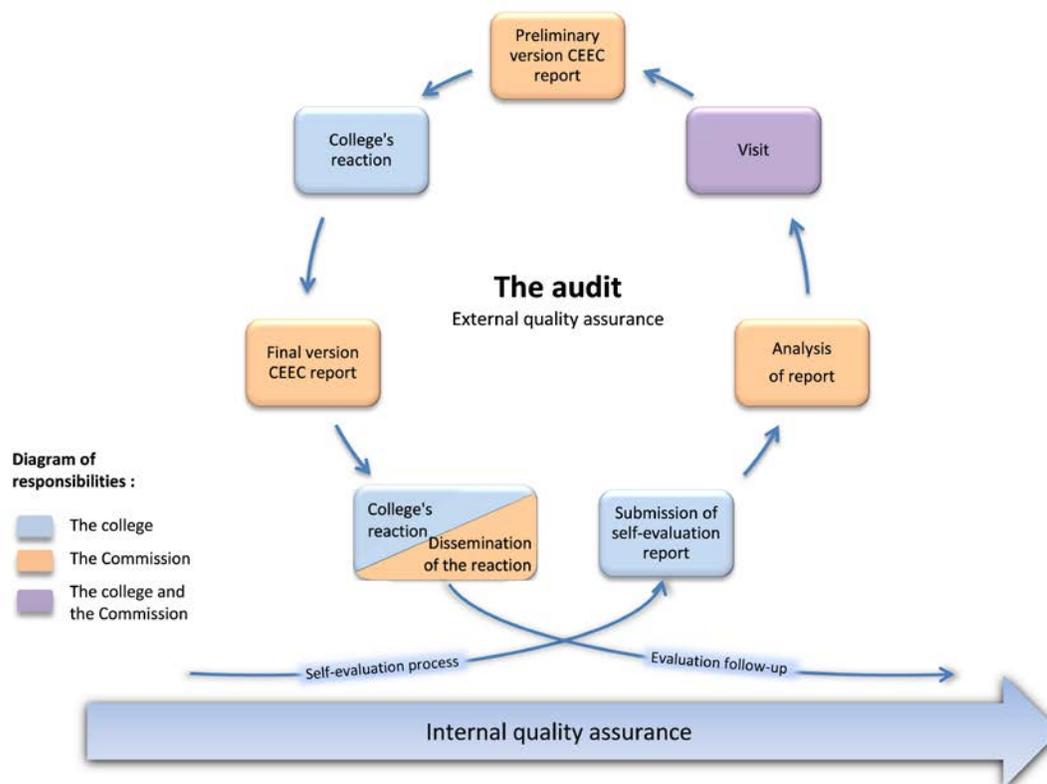
The INQAAHE expert committee, mandated to conduct the Commission assessment, concluded in its report, that the Commission's practices are entirely compliant with 8 of the 12 guidelines established by the INQAAHE, substantially compliant with 2 further guidelines and partially compliant with the 2 remaining guidelines. One of the guidelines with which the Commission was in partial compliance was the guideline concerning the appeal and recourse process for colleges. The adjustment made in this process by the Commission is therein intended to ensure full compliance with the INQAAHE requirements.

Components of the mechanism

Colleges have one month to react to the preliminary version of the Commission's evaluation report, and their comments are taken into account in when the final version of the report is approved.

A new step has been added at the end of the audit process, and colleges will now have a definitive right of reply. When they receive a final report, colleges will be able to submit their reactions, within a two-month period, in a letter to the Commission from the director general. The comments made by the college in this letter must focus primarily on the conclusions of the report and on the rulings and messages for improvement issued in support of the conclusions, since any factual elements raised by the college are dealt with at the initial stage in the college's reaction to the preliminary report. The Commission undertakes to publish each letter in full on its website, in the "Publications" section.

Figure 1: Revised institutional audit process



This new stage in the Commission's audit process, named as a *Definitive Right of Reply*, aims to increase transparency in the dissemination of the evaluation results.

The *Definitive Right of Reply* came into effect on March 29, 2017 and applies retroactively to all colleges currently in the first audit cycle. As a result, colleges that have already received the final version of Commission's audit report can take advantage of the new mechanism by submitting their reaction within two months from March 29, 2017.