

Continuing Studies' Action Plan: Diploma in Registered Massage Therapy

Date Self-Study was submitted to AQA: [Click here to enter text.](#)

Date of External Review: **October 1-3, 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 Program Coordinator develops the Action Plan in close collaboration with the Program Manager/Director and Dean. Once the Action Plan is ready for review, the Coordinator, Manager/Director and Dean should schedule a meeting with the Vice-President, External Development.

Institutional Response

The RMT Program at Langara College is committed to program review and improvement. Through an external review by the Canadian Massage Therapy Council for Accreditation and a thorough Self-Study, different areas of development opportunities were identified. The RMT program is committed to the following goals with the aim of maintaining and improving program quality: 1) Curriculum review and update; 2) Improve instructor processes; 3) Improve student and alumni engagement; and 4) Expand quality improvement measures. The program will rely on staff capacity as the resource required to achieve these goals.

Signed



Pablo Vargas, Dean

March 5, 2021
Date

Signed



Vice-President, External

March 5 2021
Date

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

Provide a brief rationale for why each Recommendation cannot be addressed. Add or remove rows as necessary.

Recommendation	Self-Study or External Review (include p.#)	Rationale
The program can strengthen its performance by ensuring all faculty attend the ISW training and that their attendance is recorded in the Instructor's employee file	External Review	The ISW is not being offered through Teaching and Curriculum Development currently and the restart date is unknown. The current focus is on online course delivery which doesn't directly translate to the RMT program.
Increased capacity for the program dedicated classrooms/more dedicated classrooms would allow the program to increase the numbers of accepted students per term.	Self-Study	The current space allocation will allow for the program to expand to six concurrent cohorts of students which will manage the current level of demand. Note: Program will still need to address laundry facilities and FTE before expansion can happen.
Upgrade equipment in the student clinic to improve access for clients with mobility issues.	Self-Study	Due to COVID related financial situation the student clinic equipment is not a priority at this time.

Goal 1: Curriculum Review and update

List the Recommendation(s) this Goal addresses. Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
The program can strengthen its performance by ensuring that all course outlines are updated to reflect the IJCS document and improving greater awareness of the use of the document amongst students from all semesters.		p. 6
Program curriculum review to sequence courses to spread the workload of the program more evenly over the six semesters.	p.11	
Curriculum review to potentially better sequence classes in semesters 4 and 5.	p. 19	
Course delivery review to increase offerings of on-line courses outside of COVID.	p.19	
Create a program standard where there is conflicting information in the recommended textbook list.	p.19	
Better prepare students for the realities of a professional practice, practice building, business skills, etc. in the Business Practices class as well as the Clinical Internship. To increase the awareness and training for students related to the documentation and processes involved with Insurance Corporation of British Columbia (ICBC) cases.	p. 27	p. 12
To increase indigenization of the curriculum	p. 11	

Academic Plan Priority or Priorities this Goal supports. See the end of this document for the Academic Plan. Add or remove rows as needed,

Academic Plan Priorities
1.1. Promote and support innovation and quality in teaching and curriculum design
1.3. Maintain and expand experiential education opportunities

Planned Actions the program/department will complete to achieve this goal. Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Instructor survey for feedback on current curriculum.	Joseph Lattanzio	May 2021	July 2021	Will be an ongoing project to elicit feedback from instructors. First round will end in July 2021.
Who's at snəwəyɛł leləm? online workshop series.	Jenn O'Sullivan	February 25, 2021	TBC	Course offered through the CIE at Langara, original phase scheduled to complete on March

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
				11, 2021, subsequent phases not yet announced. Will use to inform indigenization of curriculum.
Curriculum review and update	Jenn O'Sullivan	September 2021	September 2023	Curriculum Review will begin in September 2021 with expected completion to be in for Education Council approval for having updated program in place for September 2023. The new process for program renewal at Langara is still under development This will address feedback from Instructors as well as the requirements noted by the External Review.

Resources required to achieve this goal.

Resources Required
Staff capacity is the only resource required to complete the planned actions.

Goal 2: Improve Instructor processes

List the Recommendation(s) this Goal addresses. Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
The program can strengthen its performance in this area (instructor orientation) by ensuring new employees review Program specific policies and procedures upon hiring.		p.27
The program can strengthen its performance in this area (ongoing professional development) by formalizing its process to document the completion of Professional Development courses. The program can further strengthen its performance in this area by ensuring employees review revisions to the Employee Handbook.		p.28
It is recommended that the program follow through with its plans to ensure that a staff member with current HCP Level CPR certification is in the facility when students or patients/clients are present.		p.25
The program can strengthen its performance in this area (faculty evaluation) by implementing a formal, written policy for the evaluation of faculty and ensuring the policy is communicated to faculty upon hiring.		p.28
It is recommended that the program formalize its appeal process for instructor performance evaluations.		p.28

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Academic Plan Priorities
1.1. Promote and support innovation and quality in teaching and curriculum design
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Planned Actions the program/department will complete to achieve this goal. Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Build a program orientation and quiz in the Instructor Brightspace shell.	Joseph Lattanzio	May 2021	September 2021	The program orientation shell will give the program a place for Instructors have access to program related policies and the Employee Handbook. This allows program admin to track the instructors.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Research the level of CPR that official First Aid Staff on campus have	Jenn O'Sullivan	November 2020	November 2020	Done, on campus staff have OF@ which includes a similar two person CPR protocol including use of the bag valve.
Upgrade clinical staff to BLS training for CPR	Dae Backus	November 2020	December 2020	Key clinic staff attended a 1 day BLS training. Recertification will be required yearly.
Completion of the Performance Management training	Jenn O'Sullivan	February 2021	March 2021	Jenn is registered to attend the Performance Management training run by Langara People and Culture (P&C).
Update the Instructor Evaluation policy and check with P&C to see if the program specific policies can be added to the hiring checklist and Workday, if not, include in orientation email.	Jenn O'Sullivan	March 2021	March 2022	To begin with Jenn completing the Performance Management workshops offered through Langara P&C. Policy updates will be added to the Instructor Brightspace shell.
Formalize the appeal process for instructor performance evaluation.	Jenn O'Sullivan	March 2021	March 2022	To begin with Jenn completing the Performance Management workshops offered through Langara P&C. The policy will be developed after this time and communicated to instructors through multiple channels, including the Instructor Brightspace shell.

Resources required to achieve this goal.

Resources Required
Minimal financial resources were used to pay for the BLS training for clinic instructors. Staff capacity is the only resource required to complete the planned actions.

Goal 3: Improve Student and Alumni Engagement

List the Recommendation(s) this Goal addresses. Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
The program can strengthen its performance in this area (two-way communication mechanisms) by formalizing communication channels with the student body, including regular meetings with the student representatives to ensure continuity of excellent communication.		p.18
Develop a connection with the Learning Commons department to see if there is a possibility of providing service to the RMT program.	p.27	
Improve alumni relations to include a check in after their board exams to understand areas where they felt prepared or underprepared and use that information to inform quality improvement measures.	p. 27	
Improve alumni relations to include consistent check ins at different points in their professional careers.	p.27	
Investigate internal laddering pathways at Langara .	p. 19	
To build better pathways for indigenous students to enter to the program – either through pathways or funding support.	p. 11	
Increased internationalization of the program through a bridging program for foreign trained health care professionals who want to become RMTs in British Columbia.	p. 11	

Academic Plan Priority or Priorities this Goal supports. See the end of this document for the Academic Plan. Add or remove rows as needed,

Academic Plan Priorities
2.1. Strengthen and develop student support systems
2.3. Continue to develop and refine external and internal student pathways
3.1. Increase recruitment, retention, and graduation of Aboriginal students
3.3. Strengthen partnerships with Aboriginal community
4.1. Position Langara as the school of choice for post-secondary international students in British Columbia

Planned Actions the program/department will complete to achieve this goal. Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Develop a program policy for meeting with student representatives at set times in the student calendar.	Cora Van Wyck	October 2020	November 2020	Cora began the midterm student rep check-in in October 2020. The process is completed via email with the plan to return to in person meetings when public health guidelines allow.
Reach out to the Learning Commons to understand how this program can better serve the RMT students.	Cora Van Wyck	June 2022	December 2022	Cora to investigate if the Peer tutor program would be better run through the Learning Commons.
Work with Alumni Engagement office to understand how this department can help the RMT program to better connect with Alumni	Joseph Lattanzio	June 2021	November 2021	Will be ongoing
Investigate laddering program within the Regular Studies departments at Langara.	Phuoi-Linh To	September 2021	March 2022	Phuoi-Linh to reach out to various departments in Langara to see what block credit transfer options are available to RMT program students.
Begin discussions with the Langara Indigenous Education and Services department to investigate pathways for indigenous students into the RMT program.	Phuoi-Linh To	September 2021	March 2022	
Begin development of bridging program for foreign trained RMTs that have completed the PLA process with the CMTBC (and the future iterations of the CMTBC).	Jenn O'Sullivan	September 2023	September 2024	Plan to begin once the program has reached six concurrent cohorts as it is only feasible with courses in each of the six semesters being offered at the same time.

Resources required to achieve this goal.

Resources Required
Staff capacity is the only resource required to complete the planned actions.

Goal 4: Expand Quality Improvement Measures

List the Recommendation(s) this Goal addresses. Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
It is recommended that the program review and revise the policy and procedures related to the student grade appeals process to provide clarity for students, instructors, and program leadership.		p. 15
It is recommended that that a detailed policy be implemented on the use of electronic patient/client records that includes breaches of confidentiality both on and off campus.		p.26
The program can strengthen its performance by developing a formal process which outlines how the institution responds to an ethical situation that is not reflected in the current policy.		p.29
It is recommended that the program increase membership on the Program Advisory Committee to better reflect the criteria.		p.23
It is further recommended that the Committee elect a Chair of the Program Advisory Committee which is not an employee of Langara College.		p.23
The program can strengthen its performance in this area by increasing the frequency of meetings the Program Advisory Committee (PAC) and by ensuring the mandate of the Terms of Reference are adhered to.		p.23
The program can strengthen its performance in this area (program evaluation) by expanding their surveys to graduates on a regular, ongoing basis and by enhancing feedback from the Program Advisory Committee.		p. 37
The program can strengthen its performance in this area by developing measurable objectives and goals that reflect and align with the strategic plan of the College.		p. 20
The program can strengthen its performance in this area by developing a schedule of regular reviews of the mission statement.		p. 20
Increase feedback mechanisms for experiential learning to understand the student experience better.	p. 19	

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Academic Plan Priorities
1.3. Maintain and expand experiential education opportunities

Planned Actions the program/department will complete to achieve this goal. Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Implement detailed policy on use of the electronic patient/client records that includes breaches of confidentiality on and off campus.	Dae Backus	November 2020	January 2021	Updated policy included in the January 2021 Student and Instructor Clinic Manuals
Update the grade appeal policy so that it includes CS specific language and processes.	Pablo Vargas/ Phuoi-Linh To	November 2020	April 2021	Pablo Vargas, Dean of CS, began this process with the Registrar Jan Smith, work is being taken over by Phuoi-Linh To, Director Professional Studies CS.
Develop a program specific ethical decision making framework that moves beyond the respectful workplace procedures	Jenn O'Sullivan	March 2021	June 2022	First step will be to complete the training module on the cmtcaU about ethical frameworks and build from there.
Improve the Program Advisory Committee (PAC) through increased membership, electing a non-Langara Chair.	Jenn O'Sullivan	October 2020	March 2022	Jenn to actively recruit new members to the PAC
Update the PAC policy so that it includes CS specific language so that the terms of reference can be adhered to	Pablo Vargas/ Phuoi-Linh To	November 2020	May 2021	Pablo Vargas, Dean of CS, began this process with the Registrar Jan Smith, work is being taken over by Phuoi-Linh To, Director Professional Studies CS.
Build better feedback mechanisms that can be used with Alumni, PAC and current students to better understand their experiences	Joseph Lattanzio	June 2021	March 2022	
Build schedule to review the program mission statement.	Jenn O'Sullivan	September 2021	September 2021	Next review to be done in tandem with the curriculum review.
Develop measurable goals that align with the College priorities.	Jenn O'Sullivan	September 2021	September 2022	To be done in tandem with the curriculum review.

Resources required to achieve this goal.

Resources Required
Staff capacity is the only resource required to complete the planned actions.