

SECTION TWO: LEADERSHIP AND MANAGEMENT OF THE UNDERGRADUATE PROGRAM

1. Leadership and management of the program
2. Membership of the Program Committee
3. How and how well, the program leaders guide, steer, develop and lead the program
4. How senior leaders: develop and reach the program vision and values; promote a culture that emphasizes academic quality; promote an environment that fosters, requires and results in ethical behaviour and high academic standards; create a sustainable faculty; create and sustain an environment for organizational performance, program improvement and student and staff learning; develop future leaders for the program; encourage frank, multi-directional communication; take an active role in reward and recognition of high standards of performance; create a focus on actions to accomplish the program's objectives; improve academic performance
5. How does the program leadership promote a safe, secure and supportive environment?
6. How does the program leadership identify key factors that affect workforce engagement and satisfaction, and foster and measure a culture conducive to high standards of academic performance and a motivated workforce?
7. How does the leadership promote cooperation, effective communication and sharing of skills and information at all levels?
8. How does the program leadership promote innovativeness in the work environment, and draw on the benefits of diverse ideas, cultures and thinking?
9. How does the program leadership promote a climate of change and sustainable development?
10. Staff professional development and maximization: breadth, needs-driven, depth, uptake and impact
11. How is communication handled within and beyond the program, and its effectiveness in supporting high standards of academic performance?
12. How frank and open is the communication?
13. How are staff informed of decisions, changes and developments?
14. What are the duties and roles of the Faculty administrative officers?
15. How are decisions reached?
16. Which meetings are minuted?
17. Information systems for program monitoring, review and development
18. How is information used to improve the program, the performance of students and staff and the processes of the program administration?
19. How are priorities for development identified and derived from monitoring and review, and how are these communicated to, and shared with staff?
20. Relationships to other programs
21. How are workloads decided and allocated?
22. Do all staff know what the workloads are?

23. Are workloads spread evenly and equitably?
24. External review and quality assurance
25. What student involvement is there in management and on committees and forums for the program?
26. Performance appraisal of staff on the program
27. What provisions are there for the long-range planning of the program?
28. Current strengths and weaknesses
29. Future directions
30. Key challenges and prospects