University of the Fraser Valley

Applied Business Technology

Faculty of Education, Community, and Human Development

Dean's Summary

Submitted by:
Dr. Allyson Jule, Dean, Faculty of Education, Community, and Human Development

Accepted by:
Senate in October 2026
Academic Planning and Priorities Committee in September 2026

MEMORANDUM

Academic Planning and Priorities Committee

TO:	James Mandigo, Chair, Senate
FROM:	Tracy Ryder Glass, Chair, Academic Planning and Priorities Committee
CC:	Allyson Jule, Dean, Faculty of Education, Community and Human Development Christine Nehring, Director, School of Access, Information & Lifespan Learning (SAILL)
DATE:	September 25, 2026
RE:	Program Review - Applied Business Technology

The Applied Business Technology program within the Faculty of Education, Community, and Human Development recently underwent a program review. The Academic Planning and Priorities Committee reviewed all of the documentation related to the program review and accepted them at its September 23, 2026 meeting and recommend to Senate for acceptance.

An overview of the program review was provided noting that this program is proud achievement and has been running for 50+ years. It is a program that is well received in the community as well as UFV.

The proposal notes that following a virtual site visit in February 2026, the external reviewers focused on program quality, student achievement, governance, and sustainability. The reviewers commented that the ABT program delivers strong, industry-aligned training for entry-level administrative roles. The dedication of the faculty was commended, noting the positive effects of offering flexible delivery support for diverse learners, while meeting regional workforce needs. Priorities moving forward include improving curriculum progression, advanced Excel and emerging AI content, professionalism training, practicum oversight, assessment, and quality assurance. Strategic recruitment, clearer credential pathways, updated facilities, and a formal Program Advisory Committee are also recommended to address declining enrollment and strengthen sustainability.

The APPC offered their congratulations for this great review and thanked the program review committee for their work.

Suggested motion:
THAT Senate accept the Applied Business Technology Program Review as presented.

Faculty of Education, Community, and Human Development

Memo

To:	Dr. Chris Cambell, Director of PDQA
From:	Dr. Allyson Jule, Dean, Faculty of Education, Community, and Human Development
Cc:	Christine Nehring, Department Head for Applied Business Technology Program
Subject:	Action Plan
Date:	May 6, 2026

Please find attached the Applied Business Technology (ABT) program action plan.

The external reviewers were particularly impressed with the vibrancy of our ABT program and comment specifically on the passion and warmth of the faculty members and the expectation of excellence that inspires students in the program on a daily basis. ABT is one of UFV's most successful and most accessible programs due to the efforts of impressive leadership.

This action plan highlights the recommendations that emerged from the external review. The external reviewers provided some specific goals to help guide growth and fresh goals. Updates to curriculum will help keep the program relevant to today's office spaces.

I believe the faculty has incredible capacity to meet the goals set out here. The program is one that will transition to FECHD's newest School, the School of Access, Information, and Lifespan Learning (SAILL) over the summer 2026. I have no doubt ABT will continue to thrive under this new governance model. As ever, ABT has the Dean's Office full support.

Program Review: Action Plan
Applied Business Technology

Instructions: *Consider the data gathered through the program review process (i.e., self-study report, external reviewer report and recommendations and commendations, survey results, consultations with community and industry partners, and internal consultations). Identify goals for improvement of the program over the next five-seven years. Detail the specific steps that will be taken to advance these goals including key milestones, measurable outcomes, and people responsible for implementing the changes. Depending on the results of the program review, some areas may require greater attention than others. Please add/remove rows to each section, as needed.*

Curriculum and Assurance of Learning			
Goal 1: Make explicit the concept and skill development progression across the curriculum.			
The external review and student feedback recommendations point to a need for more clarity related to the progression of skills between the courses and increased challenge as they moved through the program. This goal focuses on creating intentional and explicit clarity regarding skills development and professional growth across the curriculum.			
Tasks to complete the goal (add rows as needed): *Identify the task(s) and describe the specific steps needed to address the goal, including key milestones and measurable outcomes. Identify potential issues and barriers, if relevant.*			
Task	**Key Milestone or Measurable Outcome**	**Timeline**	**Assigned to**
Map curriculum across all courses to identify overlap and gaps.	Completed curriculum map	Year 1	Program Chair
Review the spreadsheet course and database courses for additional concept integration opportunities.	Reviewed courses	Year 1	Program Chair
Review the program-level learning outcomes; enhance transparency (concepts and skill development) of scaffolded curriculum.	Reviewed course outcomes	Year 1	Program Chair
Develop a formal approach to assessment of program-level learning outcomes.	Documented assessment plan in place	Year 2-3	Program Chair
Review practicum preparation curricula.	Reviewed curriculum	Year 1	Program Chair

Goal 2: Continue to strengthen curriculum relevance through AI, soft skills, and applied learning.			
Feedback from students, faculty, and industry partners highlighted the importance of strengthening both technical and human skills. This includes more explicit integration of AI tools as well as contemporary market needs related to professionalism, communication, and applied administrative tasks.			
Tasks to complete the goal (add rows as needed): *Identify the task(s) and describe the specific steps needed to address the goal, including key milestones and measurable outcomes. Identify potential issues and barriers, if relevant.*			
Task	**Key Milestone or Measurable Outcome**	**Timeline**	**Assigned to**
Continued integration of AI tools and workplace applications in courses	AI-related activities included in multiple courses	Year 1–3	Program Chair
Make program and course learning outcomes more visible related to: 1. soft skills development (communication, professionalism, reliability), and, 2. EDI and Indigenization.	Updated program and course learning outcomes	Year 1	Program Chair
Develop more applied case studies with external (e.g., employer, alumni) input.	Ongoing discussion with externals	Year 2-3	Program Chair
Conduct regular labour market reviews.	Annual report informing curriculum updates	Ongoing	Program Chair

Student Achievement			
Goal 1: Review the practicum process.			
The feedback showed that student experiences can vary depending on placement and level of support. This goal focuses on making the experience more consistent, supported, and meaningful for all students.			
Tasks to complete the goal (add rows as needed): *Identify the task(s) and describe the specific steps needed to address the goal, including key milestones and measurable outcomes. Identify potential issues and barriers, if relevant.*			
Task	**Key Milestone or Measurable Outcome**	**Timeline**	**Assigned to**
Develop clearer practicum guidelines and expectations.	Practicum handbook created	Year 1	Program Chair
Enhance faculty oversight of practicum.	Faculty site-visits to all placements	Ongoing	Program Chair
Augment structured check-ins during practicum.	Minimum of 3 check-ins per student	Ongoing	Practicum Instructor
Collect and analyze employer evaluation data more	Annual practicum summary report	Year 2–5	Program Chair

systematically.			

Governance and Resources			
Goal 1: Ongoing engagement with the ABT community.			
The program already has strong relationships with community partners and fostering these will ensure ongoing program relevance and structured feedback.			
Tasks to complete the goal (add rows as needed): *Identify the task(s) and describe the specific steps needed to address the goal, including key milestones and measurable outcomes. Identify potential issues and barriers, if relevant.*			
Task	**Key Milestone or Measurable Outcome**	**Timeline**	**Assigned to**
Continue to grow relationships with the ABT community (e.g., , alumni, internal partners, practicum hosts, employers).	Enhanced relationship (measured qualitatively and quantitatively).	Ongoing	Program Chair
Ongoing annual panel and networking events for the benefit of student program success.	Panel and Networking Event	Year 2-5	Program Chair
Integrate learnings from ABT community into curricular updates and program.	Refreshed program and curriculum.	Year 2-5	Program Chair

Planning and Sustainability			
Goal 1: Increase enrollment through strategic recruitment and marketing			
Enrollment trends suggest a need for more intentional and targeted recruitment efforts, along with clearer communication about the value and pathways of the program.			
Tasks to complete the goal (add rows as needed): *Identify the task(s) and describe the specific steps needed to address the goal, including key milestones and measurable outcomes. Identify potential issues and barriers, if relevant.*			
Task	**Key Milestone or Measurable Outcome**	**Timeline**	**Assigned to**
Continue to foster the well-established relationship-driven marketing and recruitment strategy.	Increased referrals (tracked annually) and enrolment growth (%)	Ongoing	Program Chair
Continue commitments to online presences (e.g., LinkedIn, Instagram).	Social media engagement rates (likes, shares, followers)	Ongoing	Program Chair
Enhance partnerships with community organizations such as WorkBC.	Increased referral relationships	Ongoing	Program Chair
Monitor program performance (i.e., enrollment, retention,	Annual program dashboard	Ongoing	Program Chair

completion for equity groups).			

Dean's Summary Statement

Our Applied Business Technology program continues to be one of the university's most valued and high-impact offerings, distinguished by its strong sense of community and consistent alignment with workforce needs. The recent review affirms the program's many strengths and is complemented by an excellent forward-looking action plan. The goals are clearly expressed; key priorities include making the program's approach to skill development more explicit while further enhancing curriculum relevance. The program is also committed to strengthening its practicum processes, with particular attention to ensuring timely, meaningful feedback for students. Central to this work is ABT's deep engagement with its community – alumni, practicum hosts, employers – which continues to inform program quality and responsiveness. Looking ahead, the program will pursue strategic recruitment to support sustainable growth while maintaining its hallmark student experience.

FECHD is delighted with the new faculty member that joined the team in August 2025. With the shift in leadership of ABT as FECHD moves to its 4th school, the School of Access, Information, and Lifespan Learning, this summer, I feel very confident in our ABT team as they move from strength to strength. As ever, the Dean's Office will offer consistent support as the team enacts its Action Plan.

Action Plan reviewed and approved by:

Information verified by:

Department Head: Christine Nehring Date: May 5, 2026 Christine Nehring Digitally signed by Christine Nehring Date: 2026.05.05 16:10:18 -07'00'

Dean: Dr. Allyson Jule Date: May 5, 2026 Allyson Jule Digitally signed by Allyson Jule Date: 2026.05.05 16:43:19 -07'00'