Veterinary Administrative Assistant

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 Carolyn MacLaren, Director, School of Continuing Education
DATE:	September 25, 2026
RE:	Program Review - Veterinary Administrative Assistant

The Veterinary Administrative Assistant 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 a well-established seven-month Continuing Education program recognized by external reviewers for its vitality and the strong commitment of faculty and staff to current industry standards. The action plan offers great suggestions on how to build on this strong foundation. Suggestions to strengthen the program inlude; updating course outlines and curriculum mapping, increasing resources, formalizing the advisory committee, supporting professional development, expanding the teaching team, and consideration of a name change. It was also noted that large animal care has now been introduced and an animal care policy is being developed.

The APPC noted the great review thanked the program review committee for their work.

Suggested motion:
THAT Senate accept the Veterinary Administrative Assistant Program Review as presented.

Faculty of Education, Community, and Human Development

Memo

To:	Dr. Chris Campbell, Director of PDQA
From:	Dr. Allyson Jule, Dean, Faculty of Education, Community, and Human Development
Cc:	Carolyn MacLaren, Director, Continuing Education
Subject:	Veterinary Administrative Assistant Program Review
Date:	May 21, 2026

Please find attached the Veterinary Administrative Assistant (VAA) program review and action plan.

The external reviewers were particularly impressed with the vibrancy of our VAA program and commended the faculty and staff the strong commitment to teaching current industry standards, particularly through the integration of Fear Free® handling principles and RECOVER-aligned CPR instruction. The reviewers were impressed by evidence-based approaches into both theoretical and practical components of the curriculum, concluding that the program ensures that students develop skills that reflect modern expectations within veterinary practice.

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, including a name change to better match the program mandate. Updates to curriculum and a more extensive curriculum map will be important going forward.

I believe the CE team has incredible capacity to meet the goals set out in the Action Plan.

Program Review: Action Plan

Veterinary Administrative Assistant

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: Update and align curriculum and course documentation with current industry standards

This goal is necessary as course outlines and learning outcomes have not been formally updated since 2013, resulting in possible misalignment between documented expectations, current instructional practice, and industry standards.

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
Revise all VAA course outlines	Updated outlines approved through internal review	Q2- 2026	Program Administrator /Program Coordinator/SMEs
Develop program-level learning outcomes (PLOs) and curriculum map	Approved PLOs and course-to-PLO map	Q2- 2026	Program Administrator /Program Coordinator/SMEs
Revise Bookkeeping course	Updated courses approved through internal review	Q2- 2026	Program Administrator /Program Coordinator/SMEs
Implement regular curriculum review cycle	Documented 3–5-year review process	Q2- 2026	CE Director/ Program Administrator/Program Coordinator

Goal 2: Expand curriculum to include large-animal and mixed-practice competencies

This goal responds to the curriculum lacking sufficient large-animal and mixed-practice content, limiting graduate preparedness, and underutilizing the program's location within an agriculturally focused region.

While the program is focused on mainly clinical practices, some overview on large animals may be incorporated into teaching.

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
Integrate NFACC Codes of Practice into curriculum, fear Free and RECOVER CPR into courses	Large-animal content embedded in at least 2 courses	Q2- 2026	Program Administrator /Program Coordinator/SMEs
Introduce structured large-animal learning activities	On-campus barn exposure or simulation	Q3- 2026	Program Administrator /Program Coordinator/SMEs/ Ag Faculty

Student Achievement			
Goal: Formalize program-level outcomes assessment and quality assurance			
This goal is required to define program-level learning outcomes, systematic assessment, and documented use of outcome data to support continuous quality improvement.			
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**
Define and publish PLOs & CLOs	Publicly available information	Q4- 2026	Program Administrator /Program Coordinator
Implement employer & graduate surveys	Annual survey reports completed	Q4- 2026	Program Administrator /Program Coordinator/ Practicum Coordinator
Establish multi-year assessment cycle	Documented review schedule	Q4 2026 & onward	CE Director/ Program Administrator/Program Coordinator
Goal: Improve transparency, readiness, and equitable student success			
This goal addresses workload expectations, readiness gaps associated with open admission, and the absence of program-level equity and Indigenous student success data.			
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**
Publish weekly workload expectations	Publicly available information; Updated website & orientation materials	Q2- 2026	Operation Coordinator/ Program Coordinator/
Introduce readiness/self-assessment checklists	Pre-start readiness checklist implemented (ex: G10 math/science)	Q2- 2026	Operation Coordinator/ Program Coordinator/
Strengthen Indigenous content & student supports	Formal collaboration with Indigenous Student Centre	Q2- 2026	Program Coordinator/SMEs

Governance and Resources			
Goal: Improve program governance and industry engagement			
This goal is necessary due to the absence of a formal Program Advisory Committee, limiting structured industry input into curriculum relevance, resource planning, and program improvement.			
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**
Establish Program Advisory Committee	Use PAC input in curriculum decisions.	Q3- 2026	Program Administrator /Program Coordinator/SMEs
Goal: Enhance equipment, and learning resources			

This goal responds to providing access to learning models, library resources, and accessible facilities identified during the site visit and student fee

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
Purchase additional animal teaching models	Increased model inventory	Q2- 2026	CE Director/Program Coordinator/SMEs
Secure library access & information on textbooks	Library & bookstore access available for VAA students	Q2- 2026	Program Coordinator/ Library Services

Planning and Sustainability

Goal: Strengthen staffing sustainability and instructional capacity

This goal will support the program's sustainability and instructional capacity as well as diversifying instructional team by adding more instructors and potential candidates with varied availability.

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
Recruit additional qualified instructors	At least 1/2 additional instructors onboarded	Q3- 2026	Program Administrator /Program Coordinator

Goal: Maintain long-term relevance and enrolment sustainability

This goal supports long-term sustainability by responding to reviewer recommendations to broaden curriculum scope, strengthen regional partnerships, and ensure the program adapts to evolving workforce needs.

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
Rename Program from Veterinary Administrative Assistant to Veterinary Assistant (VAA- VA)	Updated program renaming approved through internal review	Q3- 2026	CE Director/ Program Administrator/Program Coordinator
Strengthen regional partnerships	New practicum or guest partnerships	Q4 2026 & onward	Program Administrator /Program Coordinator/ Practicum Coordinator

Dean's Summary Statement

The Action Plan responds directly to the External Review Committee's recommendations and reflects UFV's commitment to continuous quality improvement, student success, and alignment with industry and community needs. There may be financial limitations that could restrict some of the suggested changes but, overall, the recommendations are reasonable.

Action Plan reviewed and approved by:			
Information verified by:			
Department Head: Carolyn MacLaren	Date:	May 19, 2026	
Dean: Dr. Allyson Jule	Date:	May 21, 2026	Allyson Jule Digitally signed by Allyson Jule Date: 2026.05.21 15:47:38 -07'00'