

BOUCHER INSTITUTE POLICY

Policy Title: Policy to Facilitate Student Success

Date of Initial Board Approval: March 5, 2007

Date of Last Approved Revision: May 2nd, 2011

Person(s) Responsible for Implementation & Adherence: All BINM staff and volunteers

Related Procedures:

The Boucher Institute is committed to creating a continuous quality improvement (CQI) environment at the Institute to optimize learning and successful outcomes. To this end, BINM policies, procedures, resources, administrative infra-structure, curriculum presentation, clinical experience and attitudinal expectations will be periodically reviewed, revised, re-developed and implemented.

The CQI program will include regular review of BINM's:

- recruitment, applicant selection and admission process, with emphasis on the minimum requirements, qualifications and personal attributes deemed necessary for student success;
- curriculum, including program delivery, integration, study and learning techniques such as the mix of lecture, independent and small group / mentorship style learning, clinical teaching;
- course plans and materials taking into consideration new elements, time management skills, career planning and practice management, stress management, etc;
- orientation program by staff, faculty and Boucher Naturopathic Student Association, including support documents (Student and Intern Handbooks) and resources;
- BINM's *Human Rights and Dispute Resolution Policy* regarding harassment, discrimination or other human rights issues;
- *Student Complaint Policy* for day-to-day concerns about the way the program is delivered and the student experience at Boucher;
- Professional Development program for academic and clinical faculty, to improve body of knowledge and skills and to improve teaching skills;
- Professional Development program for administrative staff for continuous skill development over time;
- BINM's program assessment (outcome measures) plan, currently being developed, assessment data to be used to improve student learning and success;
- All BINM policies and procedures, committee mandates and planning documents.

The CQI process also includes having a voting student representative on the Board of Governors, a Student Liaison Committee that meets regularly to address student concerns and provide a platform for student preferences and ideas, a mechanism for student input into various levels of the organization, including policy and procedural development. BINM is a small school by design, permitting all staff and faculty at the Institute to maintain an open door policy to encourage student access and through that exchange, CQI.

Within the learning process, BINM has instituted CQI through having:

- chosen to limit our class sizes to approximately 35 students, the higher instructor to student ratio allowing more one-on-one support to students;
- a process to identify those students who may learn differently from the majority in order to provide the necessary support for them to achieve their learning objectives;
- regular evaluation and feedback mechanisms to help the program identify students in need of appropriate additional support, and to give instructors information as to how to improve the successful delivery of learning objectives (see *Progress Report Policy*, *Student Evaluation Policy* and *Performance Evaluation Policy*);
- administrative, library and clinic surveys to elicit student feedback relative to learning services and educational outcomes;
- processes for regular input from students, alumni, faculty and staff via surveys, exit interviews and various meeting agendas to ascertain levels of satisfaction, deficiencies, student loan repayment plans, recommendations, etc.

These internal CQI mechanisms will also be periodically reviewed and improved.