

**YORK UNIVERSITY**

Final Assessment Report - Executive Summary

**Master of Conference Interpreting, (MCI)  
Graduate Diploma in General Interpreting (Type 1)**

Department of Translation, Glendon College

**Cyclical Program Review – 2012 to 2019**

This Final Assessment Report (FAR) provides a synthesis of the cyclical review of the programs listed below.

**Program(s) Reviewed:**

Master of Conference Interpreting (MCI)  
Graduate Diploma in General Interpreting (Type 1)

**Reviewers appointed by the Vice-Provost Academic:**

- Dr. Claudia V. Angelelli, Chair in Multilingualism and Communication, Co-Director Post-Graduate Taught Programs, LINCS, Heriot-Watt University, Edinburgh Campus, UK
- Professor Laura Burian, Dean, Graduate School of Translation, Interpretation, and Language Education, Middlebury Institute of International Studies, California, USA
- Dr. Markus Biehl, Professor, Management Science Specialization, Schulich School of Business, York University

**Cyclical Program Review Key Milestones:**

Cyclical Program Review launch: September 20, 2018  
Self-study submitted to Vice-Provost Academic: August 16, 2019  
Date of the Site Visit: October 28, 2019  
Review Report received: January 21, 2020  
Program Response received: March 2020  
Dean's Response received: March 2020

Implementation Plan and FAR confirmed by Joint Sub-Committee on Quality Assurance in June 2020

Submitted by Alice Pitt, Vice-Provost Academic, York University



This review was conducted under the York University Quality Assurance Protocol, August 2013.

## **SITE VISIT: October 28, 2020**

The reviewers began their site visit with Alice Pitt, Vice Provost Academic and Thomas Loebel, Dean of the Faculty of Graduate Studies, followed by interviews with Ian Roberge, Co-Principal of Glendon College, Andrew Clifford, MCI Program Director, and Xiang Gu, Graduate Program Assistant. Interviews were also conducted remotely with eight Year 1 MCI Students, six MCI Part-time Instructors and six MCI Alumni Students.

In addition to interviews using the Online Adobe Connect platform, the reviewers toured the Person MCI (Simultaneous interpretation) lab.

## **OUTCOME:**

The Joint Sub-Committee on Quality Assurance received the Program and Decanal responses to the reviewers' recommendations and has approved the implementation plan.

A report on the progress of the initiatives undertaken as specified in the implementation plan will be provided in the Follow-up Report which will be due in 18 months (December 2021), after the review of this report by the York University Joint Sub-Committee on Quality Assurance.

The next Cyclical Program Review will begin in the Fall of 2026 with a site visit expected in the Fall of 2027 or Winter of 2028.

## **PROGRAM DESCRIPTION AND STRENGTHS:**

The reviewers were impressed with the fact that the program has been able to gain such recognition in so little time under the leadership of its Director and Associate Director.

The reviewers noted: "The MCI prides itself in providing outstanding and innovative educational experiences for students and cites the blending of conference interpreter training with legal and healthcare interpreting as well as the use of (synchronous) online courses for all Year 1 courses as prime examples. In fact, among conference interpretation MA degrees around the world, such a design is unprecedented and has led the way for others to learn from Glendon's innovative approach. Adding more languages beyond Canada's two official languages is also innovative compared to the one competitor program in country. Beyond this, the MCI also has found innovative ways to create real-life interpretation experiences by having its students provide interpretation services at Glendon events in Year 2 through remote tools, allowing their students to take advantage of the offerings on the larger campus and also to provide a service to the college community."

The reviewers suggest that, having come so far in a short time, the program should focus on refining its assessment practices to ensure alignment among its aspirations,

student experience and program outcomes. “The program (should) better define, in a measurable way, the outcomes it expects of its students – both academically (traditional learning outcomes), professionally (e.g., communication and networking skills), and administratively (e.g., retention and graduation ratios; placement rate for graduates). The program should also strive towards placing more emphasis on the generation and dissemination of knowledge and relying more on research-based pedagogy. In addition, goals for all of these should be set in collaboration with its home department. Starting to measure these outcomes would allow the program to further improve student success and academic credibility.”

The Reviewer’s specific recommendations elaborate these overarching themes. The actions laid out in the Implementation Plan are built upon the recommendations and the responses from the program and the Principal of Glendon College.

**IMPLEMENTATION PLAN**

The chart below lays out the implementation plan approved by the Joint Sub-Committee at its meeting in June 2020. A report on recommendations that are accepted will be provided in the 18 month follow up report due in December 2021.

	Recommendation	Action	Responsible for Follow-up	Timeline
1.	That a clearer design of the program be developed showing articulation of differentiate courses to program learning outcomes.	Program to review and refine the Program Learning Outcomes and create a curriculum map (graphical representation) as a tool for communicating with stakeholders, including students and professionals.	MCI Graduate Program Director and faculty Members Principal to review final version before submission to Vice-Provost Academic. Support is available from the Office of the Vice-Provost academic and the Teaching Commons.	To be completed by December 2020. Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.
2.	That the program more clearly align with the vision and mission statements of the Department of Translation.	Alignment of the MCI with Translation is documented by MCI and should be shared with stakeholders, as appropriate.  Recruitment efforts and development of an undergraduate course for translation studies students should be undertaken.	MCI GPD and Faculty Members / Director, School of Translation	Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.
3.	That strong links with the Department of Translation Studies be maintained, for both faculty and students in the MCI program.	Explore new ways for MCI students to collaborate with MATS students during as well as beyond the annual Translation Studies conference, to explore topics of intersectional relevance.	MCI GPD and Director, School of Translation	Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.

		A renamed School should include a governance structure to represent interests of all programs and develop synergies.	The renaming of the School will be part of a larger restructuring process that involves Glendon Council and Senate approvals.	
4.	That Program Learning Outcomes be reviewed and measured on an ongoing basis.	1. Program to develop a framework for the assessment of learning and program outcomes with support from Office of the Vice-Provost Academic 2. Establish a stakeholder Advisory Committee.	MCI GPD and YUQAP Office.	Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.
5.	That additional administrative staff be made available to support program.	Recommendation outside of the review process. No action to be taken.	n/a	n/a
6.	That admissions processes be improved.	Substantive efforts have gone into streamlining the admission review process. Annual monitoring in coordination with FGS.	n/a	Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.
7.	That a) an analysis of progression challenges be conducted and b) support for recruitment of a specialized pool of applicants be put in place.	Student outcomes to be monitored by program and proposed Advisory committee. Principal's Office and program to develop plan for enhanced marketing of program.	MCI GPD and AD Grad/Research	Report on activities and outcomes of recommendations in the 18 month follow-up report due December 2021.
8.	That the possibility of a part-time option be explored.	Program to respond to questions from Senate approval committee by September 2020 so option can be available for September 2021 intake.	MCI GPD, Faculty Members and the Grad Committee of Glendon Council	Report on outcomes in 18-month Follow-up Report due December 2021.
9.	That the program conceptualize itself as	Substantial efforts have already occurred and should continue to	MCI GPD, Faculty Members, and AD Grad/Research	Report on outcomes in 18-month Follow-up Report due December

	York core faculty and highly capable part-time instructors in teaching and research/professional contributions.	maintain the existing cadre of highly qualified instructors; continued development of the T3 workshops to ensure best practices of research-informed pedagogy.		2021.
10.	That the program enact continuous improvement, to maintain the program's excellent standing.	The program should prepare an annual report on the quality of instruction and other matters.	MCI GPD, Faculty Members, and AD Grad/Research	Report on outcomes in 18-month Follow-up Report due December 2021.
11.	That revenue options be evaluated to ensure adequate resources for program.	The Office of the Principal and program consider funding opportunities and the streamlining of annual course offerings.	MCI GPD and AD Grad/Research/Principal's Office	Report on outcomes in 18-month Follow-up Report due December 2021.