

Comprehensive Program Review

FINAL SUMMARY REPORT

Graduate Certificates in Intelligence Analysis, and Tactical
Criminal Analysis

School of Criminal Justice and Security
Justice and Public Safety Division

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Final Summary Report (FSR)
*Graduate Certificates in Intelligence Analysis,
and Tactical Criminal Analysis*

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1. Self-Study Report Summary

Conclusions

The program's greatest accomplishments include the steady increase in enrollments year-over-year, the refresh and redesign of all seven courses to ensure they meet or exceed accessibility standards, new membership on our Program Advisory Committee from the education and cybersecurity sector and implementation of IBM I2 Analyst Notebook being piloted in the Intelligence Analysis Graduate Certificate program, and one course in our new Cybercrime Analysis Graduate Certificate program.

Both the Graduate Certificates in Intelligence Analysis (IANAGC) and Tactical Criminal Analysis (TCANGC) have received program recognition as eligible education program standards in all BC Municipal Police detachments for their Crime and Strategic Analyst positions. In addition, both programs have direct entry into Mercyhurst University masters as a degree-completion pathway.

The program is fulfilling its purpose as it relates to the diversity of our students and their field of employment, however the enrollments should be much higher in the programs, given it is entirely online, and the curriculum prepares students to work in a wide variety of organizations and agencies.

The increased enrollments year-over-year indicates a steady increase of program recognition and awareness. However, as noted previously, for the curriculum focus and accessibility of an online program unique to B.C. and Canada, student demand should be significantly stronger. As the marketing plan has not changed much over five years, it will require an update which would work to support an increase in program growth and sustainability. In doing so the financial viability of the programs will continue to strengthen.

JIBC has the only graduate level programs of its kind in British Columbia, and Canada. The only other comparable program is BCIT's Bachelor of Technology: Forensic Investigations (Crime and Intelligence option) and BCIT'S Advanced Certificate Forensic Investigation (Crime and Intelligence Analysis option). Though the JIBC graduate level programming is not in direct competition with BCIT, it is a laddering opportunity for their undergraduate students to enter JIBC programs.

As a final thought to this reflective section, it is worth mentioning that this program began at JIBC with a request from the B.C. government for JIBC to branch out to see what can be done to support the development of analysts. JIBC has succeeded in doing just that. What began as a program that started with three students has grown into a modicum of success measured by both the number of students, and the opportunities our graduates have in the job market. However, there is room for growth to meet the big data demands of society. Data is everywhere and it needs to be understood in meaningful and real terms, and both IANAGC and TCANGC can help in this regard.

Recommendations

1. Additional industry specific connections need to be explored in the areas of non-profit, business, finance, and cybersecurity to the benefit of the program and students.

2. Revisit and update all current active agreements and continue to explore and leverage further opportunities.
3. There is an urgent need to find further details of student profile data regarding the reasons for their interest in applying the programs in order to inform more focused marketing and program awareness campaigns.
4. Develop and implement learner strategies and activities that enable students to study and engage more interactively.
5. Review course outlines to ensure prerequisites are required for course competency progression.
6. Further review of course evaluations at the course level is required to improve upon those courses where students are reporting results below 85%.
7. Attention will need to be focused on the opportunity to increase different learning styles into course design, including an increase to the variety of applied activities and assignments.
8. Review the course data for all courses where overall satisfaction with instructors is below 90% to determine areas for improvement and support for instructors.
9. Review all relevant course evaluation data to determine which JIBC infrastructure and program areas require follow up.

Future Directions

The asynchronous design of the program has areas for improvement, as the Self-Study Report clearly indicates. Exploration of other opportunities to enhance the learning experience of the learner through online study is required. As well, it is also clear that there is learner dissatisfaction with the supports they receive. This is a serious issue as online learning is the format of study and yet this medium is deemed an issue.

Both programs, as well as the new Cybercrime Analysis program, are specialized areas of study at the graduate level, and unique to Canada. These are applied graduate level courses, not wholly theoretical. And yet, JIBC's potential reach with these programs has room for improvement.

In closing, it is expected that within the next two years the School of Criminal Justice and Security will be submitting an application for an applied Master's degree. The outcomes of this Self-Study Report will help inform and direct this process.

2. External Review Team (ERT) Report Summary

The External Review Team (ERT) found that the scope of the Self-Study Report is appropriate. The evidence presented in the data package and the site-visit, and the Self-Study Report addresses the relevant aspects of the program that are germane to a robust, comprehensive, and effective program review.

The ERT assessment of the Self-Study Report recommendations are supported by the data contained within the report as well as from information collected through site-visit interviews. Moreover, the ERT believes that these recommendations are progressive, reasonable with modest resource implications that would improve various aspects of program delivery. The ERT fully supports JIBC's adoption and

implementation of eight of the nine recommendations, and has chosen to provide additional comments on most of the recommendations. The ninth recommendation was believed to be unnecessary.

3. Self-Study Team Response to ERT Report

The Self-Study team appreciates the ERT report and has embedded most of their findings related to each recommendation in the Action Plan. It is also noted that the additional Recommendation in support of developing a Master's degree has been noted and incorporated into the Action Plan.

4. Final Recommendations & Action Plan

The ERT made two minor adjustments in their assessment of the recommendations and added one additional recommendation.

As per the recommendation of the ERT recommendations 4 is combined with 7, and recommendation 6 is combined with recommendation 8 and noted** in the list below:

1. Additional industry specific connections need to be explored in the areas of non-profit, business, finance, and cybersecurity to the benefit of the program and students.
2. Revisit and update all current active agreements and continue to explore and leverage further opportunities.
3. There is an urgent need to find further details of student profile data regarding the reasons for their interest in applying the programs in order to inform more focused marketing and program awareness campaigns.
4. **Develop and implement learner strategies and activities that enable students to study and engage more interactively. Combine with Recommendation 7: Attention will need to be focused on the opportunity to increase different learning styles into course design, including an increase to the variety of applied activities and assignments.
5. Review course outlines to ensure prerequisites are required for course competency progression.
6. **Further review of course evaluations at the course level is required to improve upon those courses where students are reporting results below 85%. Combined with Recommendation 8: Review the course data for all courses where overall satisfaction with instructors is below 90% to determine areas for improvement and support for instructors.
9. Review all relevant course evaluation data to determine which JIBC infrastructure and program areas require follow up.

The additional recommendation from ERT is as follows:

10. The School of Criminal Justice and Security should consider pursuing an applied Master's degree in Crime and Intelligence Analysis.