

Langara School of Management

Department Overview

The [Langara School of Management](#) (LSM) is a leading undergraduate business school with a commitment to giving students hands-on business experience and getting them career-ready for a successful career.

The programs/departments covered in this review are as follows:

- Accounting Post-Degree Diploma
- Business Administration Post-Degree Diploma
- Marketing Management Post-Degree Diploma
- Bachelor Of Business Administration (BBA)
- Accounting Diploma
- Business Management Diploma
- Financial Management Diploma
- Marketing Management Diploma
- Diploma in Arts and Science (Commerce)
- Associate of Arts in Commerce and Business Studies

Self-Study

LSM launched its program review in academic year 2020/21 with a Self-Study. Brent Kennedy was the primary Self-Study writer on behalf of the rest of LSM's faculty. Additional support was provided by:

- LSM instructors and Department Chairs:
 - Adrienne Petersohn
 - Alina McGuinness
 - Don Hill
 - Gayle Hayashi
 - Grant Mowbray
 - Jehanne Burns
 - Jennifer Duffy
 - Jonathan Steele
 - Marie-Claire Seebohm
 - Rochelle Grayson
 - Ron Prasad
 - Spencer Dane
- Marianne Gianacopoulos (Division Chair, School of Management)
- Susan Kelsall (Dean, School of Management)
- Pennie Poon (Manager, Office of Academic Quality Assurance)
- Sunita Wiebe (Director, Office of Academic Quality Assurance)
- Institutional Research analysts

Data sources for the Self-Study included:

- Institutional Research-compiled student administrative data (e.g., headcounts, retention, satisfaction)
- Student survey

- Alumni survey
- Faculty survey
- Employer survey

The Self-Study was completed in April 2021.

External Review

LSM's external review took place on April 27, 2021. The External Review Team consisted of:

- Brian Koehler, Computer Science, Langara (External Review Chair)
- Nick Fry, Senior Advisor, BDC
- Barry McGillivray, PhD, Okanagan College
- Wanda Pierson, Faculty of Nursing, Langara
- Peter Tingling, PhD, Simon Fraser University

Action Plan Goals

In response to the Self-Study and External Review, LSM created an Action Plan with these goals:

- Goal 1: New BBA program proposal, review current PDD programs, and propose new graduate certificates.
- Goal 2: Review and revise course-level learning outcomes and improve pedagogy and assessment.
- Goal 3: Assess and realign resources to best meet student and alumni supports and engagement.
- Goal 4: Create a strong Faculty community, collectively within the Faculty of Management and for specific teams.
- Goal 5: Increase division engagement of Justice, Equity, Diversity & Inclusion for students and faculty.

Examples of Post-Review Successes

2021/22

Development of a new BBA proposal. Development of a new Teaching and Learning Committee. Re-alignment of Chair and Assistant Chair duties and responsibilities to provide better student support. Analysis on student enrollment, persistence and graduation patterns.

2022/23

BTMT successfully recruited several new PAC members in 2022.

2023/24

A Mentorship Circle was formed that brought faculty together from across the FoM to discuss best practices and support each other. The Marketing Department recruited 10 new members in March of 2024 providing added breadth and experience to their PAC.