

PROCEDURES FOR EXTERNAL PROGRAM REVIEW

Service/Support Units

Once your unit has been scheduled for External Program Review and you have been through the orientation, the following list of procedures can be used to guide your department through the process. (See *Timeline* to assist you in scheduling your External Program Review.)

1. Proposed timeline:

Complete a proposed *Timeline* for submission to the External Program Review Committee. (Submissions to the EPR committee can be sent to Institutional Research and Assessment for distribution to committee members.)

2. Selection of the review team:

The unit administrator should develop a list of one to three names for nomination to the review team. The list will be submitted to the university-level administrator for approval, and the Provost and External Program Review Committee for review. When developing the list, consider such things as areas of unit responsibility, necessary qualifications for review of specific areas, diversity of the team, and any possible conflict of interest. Some suggestions for developing a list include:

- contact your national accrediting agency or professional society for recommendations,
- solicit recommendations from your staff and from faculty and colleagues who use your services,
- well-known scholars in the discipline,
- explore your counterparts at peer institutions.

3. Contact selected reviewers:

Contact with your selected reviewers should occur early, once your university-level administrator has approved and the Provost has reviewed your list, to insure that schedules for the department and all the reviewers can be accommodated. Before you contact the reviewers, be sure to find out the dates that the President, Provost, and unit administrator are available.

4. Collect data and prepare your self-study:

Don't underestimate the time it will take to prepare your self-study. It should be a critical look at your program and involve any faculty, staff and students that are stakeholders in your program. A *checklist* is attached to help you determine whether or not you have addressed all of the issues in the guidelines. Institutional Research and Assessment is available to help with data collection and review of the self-study. Be sure to provide plenty of time for your university-level administrator to review it before you submit final copies to the Provost and the External Program Review Committee. Your self-study should be submitted to the reviewers 30 days prior to their visit.

5. Schedule the site visit

Work with your review team and your university-level administrator to schedule a site visit. Coordinate with your university-level administrator, the Provost, and the President for available dates before contacting team members. During a typical visit reviewers will arrive Sunday in time for an evening orientation, spend two and one-half days on campus and depart on Wednesday afternoon. Many will ask you to make their hotel and travel arrangements.

6. Distribute your self-study

Once the university-level administrator has reviewed your self-study, distribute it to the review team, faculty, staff, the External Program Review Committee, and any participating departments, and others that might be involved in your site visit. Work with the team to get the following details clarified.

- Clearly outline to the review team members your unit objectives and expectations for their responsibilities during the review and the visit.
- Include an itinerary for the review team visit, outlining with whom they will meet and the activities that will occur while they are on campus. Offer them an opportunity to provide input on additional contacts that can be included on the itinerary.
- Determine what their needs might be while they are on campus. Often they will need
 - Computers
 - A private meeting room or conference room
 - Clerical support
 - Additional data not available in your self-study
 - Time to talk among themselves
 - A rental car or host to get them around
 - Visits to off-campus sites

7. The Site Visit

Consider choosing a host from another department to help your review team find their way around campus. Selecting a colleague from another department on campus that will soon be undergoing a review can help other departments to prepare for their visits as well as provide your team with an internal perspective.

Provide an opportunity for a social gathering early in the process so reviewers can meet each other and your staff. Insure that your team has time to meet with the following:

- President
- Provost
- Vice President or University-level Administrator
- Vice Provost for Academic Affairs
- Vice Provost for Outreach
- Vice President for Research
- Executive Director of Institutional Planning and Budget
- Associate Dean of the College of Graduate Studies
- Unit staff
- Faculty, staff and students from departments for which you provide service or support
- Other constituents (i.e. advisory board members or community members)
- Tour of facilities
- Exit interviews
- Tour of campus if time allows

Often meetings can be combined. For example, you might schedule lunch with the President, Provost, Vice Provost for Academic Affairs, Vice Provost for Research, Executive Director of Institutional Planning and Budget, and Associate Dean of the College of Graduate Studies. The exit interview might include a group meeting with all staff, followed by a combined meeting with the university-level administrator, the Provost, and the President.

8. Exit Interview

Schedule an exit interview with the unit administrator, university-level administrator, External Program Review Committee, Provost and President. The meetings can be concurrent or separate. Often reviewers will like to have an exit interview with staff as well. Consider taping the exit interview so you can begin to address important issues immediately without waiting for the reviewer's report.

9. Response

Thirty days after receipt of the reviewer's report your response and action plan is due to your university-level administrator. Your university-level administrator will want to review your action plan, add his or her own recommendations and forward the complete report to the President and Provost with a copy to the External Program Review Committee within three weeks of receipt of your report.

10. Follow-up Report

One year after your site visit you will need to prepare a follow-up report of actions and accomplishment.