

EXTERNAL PROGRAM REVIEW

Questions for Service/Support Program Self-Study

Please complete all sections relevant to your unit responsibilities.

I. Mission and Vision

1. Are there program goals? What are they? Are they clear, appropriate and useful? Is there consensus on and understanding of them?
2. Are the programs and services consistent with the goals? Are they designed to achieve them? Do they seem to be working well? What are the problems? How can they be solved?
3. Briefly describe the institutional need for the program and the constituents served. What factors in the environment do you anticipate will impact the program's direction in the next seven years (e.g. political, social, economic, technological, demographic, demand)? Should the program reduce, maintain, or expand its opportunities in light of current or anticipated needs?
4. Are the program goals being achieved? How can evidence systematically gathered about the extent of achievement and current challenges be used to improve the institution?

II. Teaching/Undergraduate Education

1. Critically evaluate program services relevant to undergraduate education. Include in your discussion program strengths and weaknesses.

III. Graduate Education and Research

1. Critically evaluate program services relevant to graduate education. Include in your discussion program strengths and weaknesses.

IV. Outreach

1. Describe the program's relevant outreach, service/extension, and continuing education efforts by location. What changes have been made over the last seven years and why?
2. Assess the overall quality of your outreach programs. What plans are being developed to improve the quality?

V. Personnel

1. Evaluate the overall productivity and quality of program staff. Include in your discussion creative accomplishments, diversity and improvement efforts, and interdisciplinary efforts.

2. Describe the department's operational procedures relative to staff , including determination of assignment, methods of evaluation, incentives, recruiting, promotion, efforts toward salary competitiveness. Evaluate the effectiveness of these procedures.
3. Review staff resources both on- and off-campus. Are those resources used effectively to meet program responsibilities? Explain.
4. Briefly describe current policies and their effects, and future plans for staff development, including hiring, mentoring, professional development, and training.

VI. Facilities

1. Discuss the adequacy of departmental space, facilities, technology, and equipment. What changes need to be considered to improve program quality and productivity?

VII. Finances

1. Summarize the program budget. In what areas have resources been expended during the past seven years? Is the budget adequate to meet program plans as described in this self-study? Why or why not?
2. Discuss plans for resource development (grants and contracts, collaboration with business and industry, etc.)

VIII. Advancement

1. How does your program gain support for university programs, services, and strategic initiatives? How might this service be improved upon?
2. How does your program help maximize financial support from state and federal governments or through private financial contributions? How might this service be improved?

IX. Innovation and Distinction

1. Compare and contrast your program to similar programs at other institutions. What have you accomplished that is innovative? What have you accomplished that differentiates your program from other programs? What are you planning to do that will distinguish your program in the coming years?

Prepared by:
Jane Baillargeon
Institutional Research and Assessment