Division of Student Affairs
Essentials of Program Review

UNIVERSITY OF NORTH CAROLINA AT GREENSBORO
What is a program review?

A collaborative process that provides a mechanism for systematic, focused and reflective evaluation.
What is a program review?

- Collection of information about programs and services
- Examines whether or not practices align with mission and goals of the university, division, and department
- Evaluates whether needs of students are being met
An effective program review:

- Is comprehensive
- Will have an impact beyond the completion of the review
- Is forward-looking, not descriptive
- Engages multiple constituents
- Identifies specific areas for growth
- Provides suggestions for improvement
- Is fair and objective
- Recognizes strengths
Program Review Process: Assemble internal review team

Director (self-study team coordinator) assembles an internal work team using CAS Standards or appropriate standards to complete a self-assessment

Gather necessary documentation to support the review
Program Review Process: Composition of the review team

- Self-study team coordinator (director in most cases)
- Each team should consist of at least 1-3 other members recommended to include:
  - A staff member or members internal to the department
  - A master’s or doctoral student affiliated with the program or department
  - A faculty member or external staff member who has worked collaboratively or knows sufficient information about the department and its programs.
Program Review Process: Conduct ratings

Review standards and guidelines, discuss rating scale

Team rates each criterion and gains consensus
Program Review Process: Complete SAG and work forms

1. Respond to overview questions
2. Identify areas of strengths and weaknesses
3. Complete self-assessment guide (SAG) and work forms
Program Review Process: CAS pre-populated questions

1. In what ways are personnel qualifications examined, performance evaluated, and personnel recognized for exemplary performance? (Human Resources – Part 4)

2. What is the program’s strategy for managing student and staff member confidentiality and privacy issues? (Ethics – Part 5)

3. How are personnel instructed, advised, or assisted with legal, policy, and governance concerns? How are staff members informed about internal and external governance systems? (Part 6 – Law, Policy & Governance)

4. How does program ensure constituents experience a welcoming, accessible, and inclusive environment that is equitable and free from harassment? (Part 7 – Diversity, Equity, & Access)

• Select sections of the self-assessment guides (SAGs) per CAS have been prepopulated. These sections are listed above.

• This does not mean that department’s will not need to make additions themselves as appropriate.
Program Review Process: Share findings

Share completed SAG, with documentation, and work forms with VC for Student Affairs (or direct supervisor), Assessment Council liaison, and external (external to the University) review team members once team is assembled.
Program Review Process: Assemble external review team

Self-study team coordinator assembles work team in collaboration with direct supervisor through a professional association or by contacting colleagues in the state or region

Secure contract, schedule campus visit and constituent meetings
Program Review Process: Conduct review

External review team conducts a thorough evaluation of program and/or department

External review team meets with various constituents and constituent groups
Program Review Process: Prepare final report

External review team summarizes the review team visit and program recommendations in a final report

Report is shared with VC for Student Affairs (or direct supervisor), Assessment Council liaison, and self-study team coordinator
Program Review Process: Complete action plan

Based on internal and external review, self-study team coordinator completes a self-study executive summary including an action plan, and goes through appropriate channels to request resources needed for program enhancements.
Program Review Process: Close the loop

Self-study team coordinator completes a Status Report up to 18 months following self-study to document progress toward recommendations to VC for Student Affairs (or direct supervisor) and Assessment Council.
Forms & Reports

- Self-assessment guide (SAG)
- Work forms (CAS)
- Final report (from external review team)
- Self-study executive summary including an action plan (incorporates outcomes from self-assessment and external review)
- Status report (SA template)

- Templates for the executive summary and status report will be provided to departments
Program Review Planning

- Division program review schedule
- Financial resources
- External review team
Questions?