

# **BYUH Co-Curricular Program Review for Student Development & Services Guidelines for External Review**

## **Overview of the Program Review Process**

Program Review is a cyclical process that spans 5-7 years. The steps in this process include:

### **Preparation**

1. Select a program review date
2. Review documents and plans from the last program review
3. Recommend reviewers (1 on-campus, 1 on-island, and 1 off-island)
4. Make a plan, state goals, designate a coordinator. Decide "What do we want to get out of this review?"

### **Compile the Self-Study Report**

1. Self-Study Report Outline
2. Report Format
3. Research and examine the evidence (assessment plans, dashboard, etc.)
4. Self-Study Report Guidelines
5. Contributions to the University
6. Appendices
7. Draft Review
8. Final Report

### **Site Visit**

1. Overview
2. Agenda
  - Two-day visit
  - Meetings with administrators, department members, missionaries, students, staff, and alumni (when available)
  - Review Team Preliminary Oral Report
  - Review Team Final Written Report
  - VP's response (after the final report is received)

### **Quality Improvement Plan (QIP)**

1. Respond to recommendations (after the site visit)
  - Create a plan for improvement that addresses the recommendations made in the Review Team Report
  - Review QIP with VP
2. Implementation (Action)
  - Follow recommendations from VP for incorporating changes into stewardship and budget reviews, assessment plans and department policy
  - Build QIP improvements into program plans over the next 5 years

### **Purpose of Program Review**

The purpose of program review at Brigham Young University–Hawaii is continuous program improvement. BYUH follows an outcomes based review process that allows programs the opportunity to examine themselves closely to learn whether the current stated outcomes and program structure are relevant to and successful at helping students achieve these outcomes. The Program Review Guidelines provide a framework for conducting a thorough, evidence-based analysis of a program in order to understand a program's strengths, identify key areas of improvement, and create a workable plan for achieving the desired improvements.

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## **PREPARATION**

### **1. Select a Review Date**

- Start by designating the semester the site visit will be held.
- Departments will narrow down to a specific date by consulting with department members and considering the university calendar and Review Team member availability.

### **2. Review Results and Plans from Last Program Review**

- Read through the last self-study, Review Team Report, Department Quality Improvement Plan and responses.
- Consider what has been done in the last 5 years to build upon this work and use this as a basis of thought for making plans and deciding on the desired outcome of this program review.

### **3. Recommend Review Team Members**

- Departments recommend 1 on-campus, 1 on-island, and 1 off-island reviewers.
- Names and descriptions are given to the VP, who will review for final approval.
- The final team will be made up of 1 on-campus and 2 off-campus reviewers.
- The Review Team is chaired by one of its experienced off-campus members, and has responsibility for conducting the on-site visit and providing the final report and recommendations.
- Departments may make initial contact with potential reviewers to determine availability AFTER the VP has reviewed the recommended names.
- The Associate VP for Assessment & Accreditation (AVPAA) will send a formal invitation to each reviewer asking them to participate in the program review.
- Letters outlining the site visit process and reviewer charges are also sent by the AVPAA.

#### **Criteria for Reviewer Selection**

##### *On-campus (1)*

- A staff member outside the department who has not previously participated in reviewing your program
- A friend (someone knowledgeable about) of the department/discipline
- Someone with knowledge of outcomes assessment
- Someone with a perspective that will help the program

##### *Off-campus (2)*

- Is respected in the field
- Has program administrative experience with outcomes assessment
- Has a perspective that will help the program
- One representative from the mainland and one representative from Hawaii

### **4. Make a Plan**

- Decide who will coordinate the self-study and how assignments will be made.
- Pinpoint your department's goals for program review. What are the desired outcomes? What do you want to get out of the program review?

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## COMPILE THE SELF-STUDY REPORT (5 pages)

### 1. Self-Study Report Outline:

#### — Self-Study Reflection

- Overview, including what was learned and accomplished as a results of the last program review
- Overview of contributions to students and the university
- Overview of proposed changes and resources needed

#### — Annual Assessment Plans (Past 5-6 years)

#### — Multi-Year Plans (Past 6 years, with Student Learning Outcomes)

#### — Dashboard (Past 6 years)

#### — Appendices: portfolios, photos, etc.

### 2. Report Format

- The report should be concise, concentrate on the key issues/evidence/conclusions, and provide an open and impartial view of the program.
- While writing the report be mindful that it will be viewed by a variety of constituencies: those who will directly respond to the report and those within the BYUH community who will have online access to the report at the conclusion of the program review process.
- Using the *Self-Study Report Guidelines*, the self-study report should have a cover page, table of contents, and appendices.

### 3. Research & Examine the Evidence (assessment plans, dashboards, etc.)

- Departments collect and analyze data relevant to the self-study report. In writing the report, departments conduct an evidence-based analysis of the program's quality and sustainability by:
  - Discussing and analyzing data collected since the last program review
  - Identifying key discoveries and proposing changes for improvement
- It is expected that diverse members of the department participate in the interpretation of data, discussion of results, and decisions for improvement.

### 4. Self-Study Report Guidelines

#### ○ Department Overview

- Create a profile that describes your department and its mission, vision, key services you provide, major department functions and constituents. Include what was learned in the last program review, if applicable, and what changes were made based on those findings. Include your Department Quality Improvement Plan (DQIP).

#### ○ Key Department Considerations

- What issues or concerns are unique to your department and at the heart of your work?
- What information or topics can you share that will help in the improvement of your department that are not addressed elsewhere in the self-study?

#### ○ Contributions to the University

- How has your department contributed to the University and its mission (including achievements, recognition, and external professional standards and/or certification)?
- What is the impact of department efforts on the University goals, imperatives (to lower costs to students and the University, continue to improve quality, and serve more students), strategic plan, and Institutional Learning Outcomes (ILOs)?

#### ○ Assessment

*This portion of the self-study should contain a good amount of reflection on things that have been helpful to the department regarding assessment.*

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- How well do your annual assessment results give you useful information for guiding ongoing department improvements?
- Reflect upon your assessment efforts and how it has impacted your department and the quality of the work that you do.
  - Utilization of assessment results for department planning and improvement
  - Evidence of ongoing use of assessment results for both operational goals and Student Learning Outcomes (SLOs), if applicable
  - Current methods/procedures for assessing outcomes
  - Annual assessment plans for the past 5-6 years
  - Current and previous multi-year assessment plans
  - Dashboards from annual Stewardship and Budget Reviews

### ○ **Customer Satisfaction**

*This portion of the self-study should contain a good amount of reflection on things that have been helpful to the department regarding customer satisfaction.*

- Evaluate the quality of your department's services. How satisfied are your constituents with these services? Do their answers meet your expectations?
- Include in your discussion evidence including but not limited to:
  - Department generated assessment data
  - Graduating Student Survey (GSS)
  - Focus groups with students
  - Customer service surveys
  - Other customer satisfaction data

### ○ **Resource Allocation**

*This portion of the self-study should contain a good amount of reflection on things that have been helpful to the department regarding resource allocation.*

- Describe your unit or department's current resources, including staffing, service capacity, technological resources, operational space/facilities, and any major equipment or supplies.
- Document current service capacity (as well as anticipated demand for services) pertaining to the following three resource areas:

#### ***Staffing***

- Evaluate the general adequacy of your department's human resources relative to your ability to serve your constituencies, achieve department goals and serve the University.
- Complete the Current Staff Form and Other Resources Form (i.e., full- and part-time employees, student employees, volunteers, interns, independent contractors, etc.).
- Describe the purpose, components and staffing of this department.
- Discuss the appropriateness of the staffing levels of your department.
- How many students/constituents are served and how has this number changed since the last review, if applicable?
- How well does your staffing meet the needs of your department (experience, areas of expertise, qualifications, professional development and/or training, etc.)?
- What are the particular strengths and areas for improvement in your department's personnel?

#### ***Facilities***

- Evaluate the general adequacy of facilities (office and storage space, etc.) allocated to your department to achieve department goals and serve the university.

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## *Equipment and technology*

- Evaluate the general adequacy of equipment and technology (computer and other equipment, software, etc.) allocated to your department to achieve department goals and serve the university.
- **Summary Reflection and projection for the future of the organization**
  - Please add an overall summary reflection and projection for the future. Give an overview and summary of the main points that were covered in the self-study. Include the general direction you want to give the reviewer after they have read through the self-study.
- **Appendices (Include the following items):**
  - Dashboards
  - Annual assessment plans
  - Multi-year assessment plans
  - Department Organizational Chart
  - Department reports/studies
  - Department Quality Improvement Plans
  - Staffing and Other Resources forms
  - Equipment and Software Budget request form (if applicable)Program Improvement Request form (if applicable)

## **5. Draft Review**

- A draft review will take place no later than two months prior to the site visit.
- The draft will be reviewed by the VP for Student Development & Services, and a member of the Institutional Effectiveness and Accreditation Committee.
- After the self-study draft is reviewed the department makes any necessary revisions and prepares the final copy.

## **6. Final Report**

- The final report is due one month prior to the site visit.
  - The following copies should be submitted:
    - 3 hard copies for the review team members (electronic copies will also be provided to team members)
    - 1 electronic copy should be posted on the department portfolio
    - copies for the President, Vice President for Student Development & Services, AVPAA, and Program Review Coordinator
  - The printing cost for the final report will be covered by University Assessment. The total budgeted cost for all printed copies is \$250. Please be mindful of this budget when preparing the self-studies. Upon the discretion of the chair, extensive appendices may be included in electronic submissions and omit from the printed versions. Departments may print additional copies for their record; however, any cost over \$250 will be the responsibility of the department.
  - Departments will print and prepare the copies for distribution then forward them to the Program Review Coordinator. The AVPAA will distribute the copies along with a letter and charge for reviewers.
  - Submit final report to Review Team, VP for Student Development & Services, and BYUH President.
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## SITE VISIT

### 1. Overview

- The site visit provides a constructive, balanced expert analysis of the program and the self-study report. The visit focuses on quality and aspects of departmental functioning that have a demonstrable impact. Department matters not demonstrably related to the quality of the program are outside the purview of the reviewers' consultation.

### 2. Agenda

- Departments will host a two-day site visit at which the department's staff, students, alumni, other personnel, VP, and President will actively engage in discussions about the program with the external reviewers.
  - The department sets the two-day site visit schedule by arranging the following meetings for the review team:
    - Opening meeting (first thing on the first day of the site visit) attended by the VP, Associate VP for Assessment & Accreditation, Department head, Program Review Coordinator
    - Meetings with:
      - *University President (30 minutes)*
      - *Associate VP for Assessment & Accreditation (30 minutes)*
      - *VP for Student Development & Services (60 minutes)*
      - *Department Chair (60 minutes)*
      - *Full-time staff (30-45 minutes each)*
      - *Part-time staff (15-20 minutes each)*
      - *Students (as a group or groups, 1 hour per group)*
      - *Optional: Tour of department facilities (where appropriate)*
  - Prep time for preliminary oral report
  - Preliminary oral report will be given (where everyone listed above, plus the Assessment director, is invited to attend)
  - The department arranges each meeting and invites all attendees.
  - The department distributes the agenda to all attendees.
  - A copy of the agenda should also be posted on the department portfolio and sent to the Program Review Coordinator.
  - There may be slight modifications made to this agenda.
  - Example agendas from past reviews can be found in department e-Portfolios [here](http://assessment.byuh.edu/node/22) (<http://assessment.byuh.edu/node/22>).
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## QUALITY IMPROVEMENT PLAN (QIP)

### 1. Respond to recommendations (after the site visit)

- a. Create a plan for improvement that addresses the recommendations made in the Review Team Report
- b. Review QIP with VP

### 2. Implementation (Action)

- a. Follow recommendations from VP for incorporating changes into stewardship and budget reviews, assessment plans and department policy
- b. Build QIP improvements into program plans over the next 5 years