

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* (see “Preparation/Introduction Materials” section on this webpage) 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 three names for nomination to the review team. The list will be submitted to the university-level administrator for review and the Provost’s designee for approval (please include biographical information, either via a web location or vita). 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 the Provost has approved 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 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 who are stakeholders in your program. Institutional Research and Assessment (IRA) 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. Members of the External Program Review Committee are willing to review your self-study and provide feedback early in the process, if you request it (through IRA staff). Your self-study should be submitted to the reviewers 30 days prior to their visit.

TIPS: 1) Assign various staff to different sections, but be sure to coordinate their sections to reduce duplicated effort/data searches, and set standardized font/style/margins to reduce editing time.

2) Find an editor from outside your unit to help pull it together and identify issues.

5. Schedule the site visit (See Sample Schedule:

<http://www.uiweb.uidaho.edu/ipb/WordDocs/Sample%20Site%20Visit%20Schedule.docx>)

Work with your review team and your university-level administrator to schedule a site visit.

Coordinate with your university-level administrator and the Provost for available dates before contacting team members. During a typical visit, reviewers 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.

TIP: Be sure to reserve early for any functions to be held in the Commons, and determine if the reviewers need computers supplied, preloaded with your self-study and template for their report.

6. Distribute your self-study (see Sample letter to review team in the “Visiting Review Team” section of the main EPR webpage)

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 who 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 gathering early in the process so reviewers can meet each other and your staff. Consider meetings with the following leadership as appropriate:

- Provost
- Vice President or University-level Administrator (who may provide a specific charge or questions for during the review)
- Vice Provost for Student Affairs
- Vice Provost for Outreach
- 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
- Tour of campus if time allows

Often meetings can be combined. For example, you might schedule lunch with the Provost, Vice Provost for Student Affairs, and others. The exit interview might include a group meeting with all staff, followed by a combined meeting with the university-level administrator and the Provost.

8. Exit Interview

Schedule an exit interview with the persons who attended the entrance meeting (and including a representative from the UI EPR Committee). 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

Within thirty days of receipt of the reviewers' report, you should schedule a meeting with your university-level administrator to discuss proposed actions to address the team's recommendations. Your university-level administrator will review your action plan, add their recommendations and forward the complete report to the 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, accomplishments and plans for the future.