PROGRAM REVIEW OVERVIEW

- Program review is an essential function of assessment process and is led by directors of programs with support from various offices on campus, also highly encouraged by NWCCU
- 3-year rotation for completion and review of reports, programs are grouped intentionally to support collaboration among similar areas
- The report is reviewed by peers and IDEA Committee, final report submitted to Cabinet, recommendations are discussed and strategy is finalized collaboratively between program review authors and Cabinet
- Recommendations are assigned to a primary responsible party (department or area), where they will be addressed as part of annual work plans

HELP AND SUPPORT

Questions about the program review process:
Jessie Pate, Director of Institutional Research & Effectiveness
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Technical support for assessment database:
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3-YEAR ROTATION

Programs are grouped into cohorts of related areas in an effort to promote meaningful collaboration throughout process.

YEAR	COMPLETING REVIEW	PEER EVALUATORS	YEAR OFF
AY 2122	• Marketing, Communications, & Alumni Relations • Enrollment Services • Institutional Research & Effectiveness • Compliance, Financial Aid, & Veterans Services • K-12 Partnerships	• E-Learning & Faculty Development • Library Learning Hub • TRIO & Retention Initiatives • Student Life • Community Education Center	• Retail Services • Facilities • Business Office • Human Resources • IT Services
AY 2223	• Retail Services • Facilities • Business Office • Human Resources • IT Services	• Marketing, Communications, & Alumni Relations • Enrollment Services • Institutional Research & Effectiveness • Compliance, Financial Aid, & Veterans Services • K-12 Partnerships	• E-Learning & Faculty Dev. • Library Learning Hub • TRIO & Retention Initiatives • Student Life • Community Education Center
AY 2324	• E-Learning & Faculty Dev. • Library Learning Hub • TRIO & Retention Initiatives • Student Life • Community Education Center	• Retail Services • Facilities • Business Office • Human Resources • IT Services	• Marketing, Communications, & Alumni Relations • Enrollment Services • Institutional Research & Effectiveness • Compliance, Financial Aid, & Veterans Services • K-12 Partnerships

AY 2022-23 TIMELINE

DATE	EVENT	ADDITIONAL INFORMATION
July 5	Programs notified	
July – Sept	Bi-weekly workshops with authors	Attendance strongly encouraged. Discuss report components and share drafts with program review cohort. See page 4 of this document for meeting schedule.
Oct 14	Draft #1 due for peer review	Authors change status to "Peer Review"
Nov 10	Peer review complete	Authors may continue to work in database while peers review PDF pulled by IR on 10/17.
Dec 2	Draft #2 due for IDEA Committee review	Authors incorporate feedback from peers prior to submitting draft #2.
Dec 30	IDEA Committee review complete	Authors may continue to work in database while peers review PDF pulled by IR on 12/5.
Jan 13	Final draft due to Cabinet	Authors incorporate IDEA feedback prior to submitting final draft.
Feb	Cabinet meets with each program review author	Finalize strategies for recommendations and identify responsible parties.
March 15	Cabinet feedback due to authors	Authors finalize recommendations based on Cabinet feedback.
April 15	Final program review reports due	Reports will be locked in database and PDF published to HC website.

REPORT

To be completed within Assessment Database. The report will cover the following years:

- AY 2019-20
- AY 2020-21
- AY 2021-22

Final reports will be published on the Helena College website. Prior to publication, reports are in draft form and not intended for public view. Authors and reviewers are asked to refrain from discussing contents of a report beyond purposes required for writing and reviewing. Human resources and student issue are confidential and should not be included in the report.

1) **Mission, Goals, Objectives**
   a. <u>Narrative introduction</u>: Provide a brief description of your area and any relevant context to support the program review.
   b. <u>Mission statement</u>: Provide your department's mission statement and explain its alignment to the institution's mission statement.
   c. <u>Recommendations</u>: Provide a status update for each of the recommendations submitted in your previous program review report.
   d. <u>Strategic goals</u>: Looking back at your goals for the past 3 years, provide a narrative of action items completed and ongoing (tied back to the Helena College Strategic Plan). Please limit your narrative to 300 words and **attach the annual plan report provided by the IDEA committee**
   e. <u>Strengths</u>: Please highlight your department's current strengths. It is recommended that you focus on 3-5 strengths.
   f. <u>Successes</u>: Please describe the most notable successes of your department for the last 3 years. It is recommended you focus on 3-5 successes. This is an opportunity to highlight both internal successes that may not have been noticed by other areas on campus, or larger successes that impacted a larger audience.
   g. <u>Challenges</u>: Please describe the greatest challenges faced by your department over the past 3 years. It is recommended that you focus on 3-5 challenges.

2) **Procedure for Operation**
   a. <u>Procedures</u>: Please describe any written procedures or other resources that guide the operations of your department. Include resources for both internal and external use. Is there an established timeline or plan for updating these procedures? Have you identified any resources that need to be developed?

3) **Staff Profile**
   a. <u>Current Staffing</u>: Please ask all staff in your area to log into the Assessment Database and complete their staff profile, including name, position/title, FTE, years in position, highest education level. Feel free to refer to and share this [Tutorial for completing Staff Profile](#) with your staff.
   b. <u>Changes in Staffing/Staffing Needs</u>: Describe any changes in staffing over the past 3-years, future plans for staffing and critical staffing needs.
   c. <u>Professional Development</u>: Each employee will complete this section of their staff profile with notable activities in the last three years. You will receive **a report from**

Vector Solutions with all PD activities logged by employees in your area over the previous 3 years to help with this section.

4) **Organization Context and Impact**
   a. <u>Collaborations and Dependencies</u>: Describe any collaborations and/or dependencies your department has that involve other College personnel, departments, or divisions. Discuss any changes you'd like to see in the nature of these relationships.
   b. <u>New collaboration</u>: Discuss any relationships that do not currently exist but that would be helpful in reaching your department's goals and objectives.

5) **Stakeholders, Data, and Assessment**
   a. <u>Primary customers/stakeholders</u>: Who are your primary customers/stakeholders (internal and external)?
   b. <u>Service to stakeholders/customers</u>: How do you assess your department's effectiveness in fulfilling its mission in relationship to your stakeholders and/or customers?
   c. <u>Decision making support</u>: Please describe quantitative or qualitative data collected to support decision-making and how it has been used. What changes occurred as a result? What data still needs to be collected? Attach samples of any reports currently used by your area.

6) **Budget and Efficiencies: Upload the 3-year budget comparison for your program, provided by the Business Office.**
   a. <u>Changes in revenue and expenses</u>: Please explain any changes in revenue and expenses over the past 3 years.
   b. <u>Improved efficiency</u>: How has your department improved its efficiency? What are the impacts of these efforts?
   c. <u>Resource needs</u>: If your department currently needs particular resources (such as space, equipment, additional funds, etc.), please provide an explanation.

7) **Recommendations and Preliminary Implementation Plan**: As a result of this program review, identify 1-5 recommendations for quality improvement or innovation within your department. Each recommendation will be addressed in the annual work plan for the department identified as the primary responsible party.
   a. <u>Recommendation Title</u>: Provide a brief title (30 characters or less) to help identify the recommendation
   b. <u>Recommendation</u>: Describe the proposed recommendation resulting from this 3-year program review process.
   c. <u>Rationale</u>: Elaborate on the supporting rationale for this recommendation. Refer to previous sections of the program review, or to best practices, where applicable.
   d. <u>Target</u>: What will be the successful outcome of this recommendation? Include any measurable targets, where applicable.
   e. <u>Strategy</u>: What strategies need to be employed to achieve recommendations and targets? This will be finalized during Cabinet review.
   f. <u>Resources</u>: What human, fiscal, and physical resources are needed to implement recommendations?
   g. <u>Primary responsible party</u>: In collaboration with Cabinet, identify the area responsible for ensuring success of this recommendation.

ATTACHMENTS

- Annual Work Plan 3-Year Summary (provided by IDEA Committee)
- Budget 3-Year Summary (provided by Business Office)
- Optional: Reports used by your area to support decision-making
- Optional: Vector PD 3-Year Summary

WORKSHOPS/MEETINGS

Programs selected for the review process are strongly encouraged to participate in bi-weekly workshops designed to guide authors through successful completion of the program review.

	MEETING TOPIC	HOMEWORK FOR NEXT MEETING
July 15	Introduction of process Introduce Section 1	Write draft of Section 1 Preview Sections 2 & 3
July 29	Group discussion of Section 1 drafts Introduce Sections 2 & 3	Write draft of Sections 2 & 3 Preview Section 4
Aug 12	Group discussion of Sections 2 & 3 drafts Introduce Section 4	Write draft of Section 4 Preview Section 5
Aug 26	Group discussion of Section 4 draft Introduce Section 5	Write draft of Section 5 Preview Section 6
Sept 9	Group discussion of Section 5 draft Introduce Section 6	Write draft of Section 6 Preview Section 7
Sept 23	Group discussion of Section 6 draft Introduce Section 7	Write draft of Section 7
Oct 7	Group discussion of Section 7 draft Address final questions/concerns, discuss peer review process	Draft #1 of entire report due for peer review Oct 14
Nov 18	Recap peer review and prepare for IDEA review	Draft #2 due for IDEA review Dec 2
Jan 3	Recap IDEA review and prepare for Cabinet meetings	Final draft due for Cabinet review Jan 13
Feb	Each area will present program review and discuss recommendations with Cabinet (approx. 15-20 minutes)	Meet with Dean/CEO to discuss Cabinet feedback and finalize report to be published by April 15