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
- Reports are reviewed by peers and IDEA Committee prior to submitting the final report to Cabinet, where recommendations are discussed and strategy is finalized collaboratively between program review authors and Cabinet

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:

Bryon Steinwand, IT&P Instructor/Assessment Database Developer
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TIMELINE

DATE	EVENT	ADDITIONAL INFORMATION
JUNE	Programs notified	
JULY - SEPTEMBER	Biweekly workshops with directors	Attendance strongly encouraged. We will discuss report components and share drafts/questions with each other. Final meeting schedule TBD based on director schedules.
OCTOBER 13	Draft #1 due for peer review	Authors change status to "Peer Rev." Authors may continue to work in database while peers review PDF of report pulled by IR on Oct 16
NOVEMBER 9	Peer review complete	Peers change status to "Peer Com." Authors are encouraged to incorporate feedback from peers prior to submitting draft #2.
DECEMBER 1	Draft #2 due for IDEA Committee review	Authors change status to "IDEA Feedback." Authors may continue to work in database while peers review PDF of report pulled by IR on Dec 4
DECEMBER 29	IDEA Committee review complete	IDEA changes status to "IDEA Complete." Authors are encouraged to incorporate feedback from IDEA prior to submitting final draft.
JANUARY 19	Final draft due to Cabinet	Authors change status to "Cabinet Review."
FEBRUARY – MARCH	Cabinet meetings with program review authors to finalize strategies for recommendations and identify responsible parties	Cabinet members expected to reach each report prior to meeting with director.
MARCH 29	Final Cabinet feedback due to authors	Authors finalize recommendations based on Cabinet feedback.
APRIL 26	Final program review report completed and locked in database	Authors change status to "Published."
SUMMER	Final program review reports published to HC website	

REPORT

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

- AY 2020-21
- AY 2021-22
- AY 2022-23

Final reports will be published on the HC website. Prior to publication, reports are in draft form and not intended for public view. Human resources and student issues 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 necessary for 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>: List the recommendations from your previous program review report and provide a status update for each.
   d. <u>Strategic goals</u>: Use the 3-Year Annual Work Plan Summary provided by the IR to provide a narrative of the action items during the review period. Identify any trends in strategic plan alignment and provide any relevant follow-up on goals that had not been completed.
   e. <u>Strengths</u>: Highlight and describe approximately 3-5 of your department's strengths.
   f. <u>Successes</u>: Explain the most notable successes of your department over the last 3 years. These may be internal successes that weren't noticed by other areas on campus or successes that impacted a larger group beyond your department. We recommend you focus on 3-5 successes.
   g. <u>Challenges</u>: Describe approximately 3-5 of the greatest challenges faced by your department over the past 3 years.
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? What resources still need to be developed?
3) **Staff Profile**: 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, and notable professional development from the past 3 years. You will receive a report from Vector PD Tracking with all professional development activities logged by employees in your area over the previous 3 years to help with this section. Employees may add activities not listed on the report.
   a. <u>Current staffing</u>: This section will be populated from the employee profiles in your area. Ensure all staff is correct as of fall 2023.
   b. <u>Changes in staffing/staffing needs</u>: Explain any changes in staffing over the past 3 years. Describe future plans for staffing and/or critical staffing needs.
   c. <u>Professional development</u>: This will also be populated from the employee profile.

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. Describe any external collaborations or dependencies. 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, both internal and external?
   b. <u>Service to stakeholders</u>: How do you assess your department's effectiveness in fulfilling its mission in relationship to your stakeholders?
   c. <u>Decision making support</u>: Please describe quantitative or qualitative data collected to support decision-making. What additional data or information would be helpful?

6) **Budget and Efficiencies:** Upload Operating Statements for each year covered in the report.
   a. <u>Changes in revenue and expenses</u>: Please explain any changes and/or differences 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>: Identify resources your department needs, (such as space, equipment, additional funds, etc.), and explain their significance.

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.
   a. <u>Recommendation title</u>: Please give your recommendation a brief title, 30 characters or less.
   b. <u>Recommendation</u>: Describe the proposed recommendation in one or two sentences.
   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? Measurable targets are strongly recommended, where possible.
   e. <u>Strategy</u>: What strategies need to be employed to achieve recommendations and targets? A timeline is encouraged, to any level of detail possible. This will be finalized during Cabinet review.
   f. <u>Resources</u>: What human, fiscal, physical, or other resources are needed to implement this recommendation?
   g. <u>Primary Responsible Party</u>: In collaboration with Cabinet, identify the area responsible for ensuring success of this recommendation. The recommendation will become a part of that area's annual work plan, which enables them to align goals to and document progress toward recommendation completion.

WORKSHOP/MEETING SCHEDULE

*Workshop dates are approximate until schedule is agreed upon by participants.

DATE	MEETING TOPIC	HOMEWORK FOR NEXT MEETING
JULY 14	Introduce NAPR process Overview of section 1	Draft section1 Preview sections 2 & 3 – bring questions, concerns, and/or ideas
JULY 28	Group discussion of section 1 drafts Overview of sections 2 & 3	Draft sections 2 & 3 Preview section 4 - bring questions, concerns, and/or ideas
AUGUST 11	Group discussion of section 2 & 3 drafts Overview of section 4	Draft section 4 Preview section 5 - bring questions, concerns, and/or ideas
AUGUST 25	Group discussion of section 4 Overview of section 5	Draft section 5 Preview section 6 - bring questions, concerns, and/or ideas
SEPTEMBER 8	Group discussion of section 5 draft Overview of section 6	Draft section 6 Preview section 7 - bring questions, concerns, and/or ideas
SEPTEMBER 22	Group discussion of section 6 draft Overview of section 7	Draft section 7
OCTOBER 6	Group discussion of section 7 draft Final questions/concerns Overview of peer review process	Draft #1 of entire report due for peer review October 13
NOVEMBER 17	Recap peer review Overview of IDEA review	Draft #2 due for IDEA review December 1
JANUARY 5	Recap IDEA review Overview of Cabinet meetings	Final draft due for Cabinet review January 19
FEBURARY – MARCH	Each area will present program review and discuss recommendations with Cabinet	Meet with Dean/CEO to discuss cabinet feedback and finalize report to be published by April 15