**GUIDELINES for the CAMPUS VISIT OF EXTERNAL REVIEWERS**

**California State University, Northridge**

1. OVERVIEW

The visit of the external reviewers is an important part of the program review process, and one that involves a considerable amount of coordination between the academic program or department and the Office of Assessment and Program Review.

1. SELECTION AND CONTRACTING PROCESS

The Office of Assessment and Program Review begins the process by soliciting nominations for external reviewers from the academic program or department and from the college dean. This solicitation occurs after the department (or program) sends their self-study to the Office of Assessment and Program Review. Two external reviewers (or one external reviewer and one on-campus reviewer) are identified. One of the external reviewers should be from another CSU campus if possible because that person knows the CSU system and operations. The Office of Assessment and Program Review makes the final choice of reviewers. Once the external reviewers have been identified, a formal email is issued by the Office of Assessment and Program Review, with copies to the department chair or program coordinator and college dean.

The Office of Assessment and Program Review handles all paperwork for payment of the honorarium ($500) and reimbursement for transportation, lodging and visitation expenses. Specifically, reimbursement is provided for airfare, hotel, meals, incidentals and car rental or airport transfers to and from the hotel or campus, or mileage for the use of a personal vehicle. All reimbursement occurs after the reviewers have sent their final report and their receipts for expenses incurred.

1. ARRANGING THE ON-CAMPUS VISIT

The next phase of the process involves setting the date for the external review, making local arrangements and creating an on-campus schedule for the visit.

1. The Program Review Coordinator contacts the external reviewers to arrange their campus visit dates. The visit requires a minimum of two consecutive days on campus. Both reviewers should participate in all the campus visit activities and jointly contribute to the external reviewers’ report. The Program Review Coordinator will also ask for a curriculum vitae from each reviewer and distribute it to all parties involved in the review, prior to the external reviewers’ visit.
2. External reviewers are asked to make individual travel plans. The Program Review Coordinator will suggest the best airport to use and/or the name of a nearby hotel. The department or program may offer transportation to the external reviewer from the airport and/or hotel, arrange for lunch or dinner, or assist the reviewer with other activities.
3. The reviewer pays the cost of transportation, hotel, and meals, and is then reimbursed by the Office of Assessment and Program Review. The reviewer will be provided with an invoice to complete, and will be asked to submit all original receipts. The paperwork for reimbursement will be submitted to accounts payable when the completed program review report is received. The reviewer will then be reimbursed by accounts payable.
4. As appropriate, the Educational Policies Committee (EPC) Representative and the Graduate Studies Committee Representative (GSC) receive the program self-study and reviewers’ CV. These representatives participate in the external review exit meeting.
5. The department chair or academic program coordinator and the Program Review Coordinator schedule interviews and meetings for the external reviewers. The responsible person for scheduling is indicated in parentheses after the meeting. These may include:
6. Entry meeting with the Vice-Provost, Senior Director for Undergraduate Studies, and Assistant Vice-Provost for Graduate Studies and Research. (Program Review Coordinator)
7. Entry meeting with the College Dean. (Chair)
8. Meeting with program review committee. (Chair)
9. Joint meeting with program review committee and department chair or program coordinator. (Chair)
10. Joint meeting with program review committee and program faculty. (Chair)
11. Joint meeting with department or academic program students. (Chair)
12. Additional meetings as requested by external reviewers. \*(Chair)
13. Exit interview. (Program Review Coordinator)

The exit interview includes the department chair or program coordinator, the Senior Director for Undergraduate Studies (who facilitates the meeting), the Assistant Vice-President of Graduate Studies and Research (if the review involves a graduate program), College Dean, interested parties from the department program or academic program, and the EPC Representative (for undergraduate programs) and GSC Representative (if a graduate program is involved in the review).

\*The above list is meant to be comprehensive. However, programs should check with the external reviewers regarding preferences. For example, external reviewers may wish to meet with faculty as a whole, in small groups, or individually. Most external reviewers want to meet with students outside a regularly scheduled class, but may also want to observe a class in session. They may also wish to visit the Library, laboratories, or other campus facilities.

1. The Program Review Coordinator sends to each external reviewer, at least three weeks prior to the visit, the following: (a) Schedule of campus visit (or this can be sent by the Chair); (b) Current self-study; (c) Program Review policies and procedures; (d) Guidelines for external reviewers’ report; (3) any other relevant documents.
2. During the visit, the academic program provides any documents the reviewers need to consult, such as syllabi, or other documents that the reviewers request that are relevant to the visit. Reviewers may request information on class size, grade distribution, or samples of student work.
3. The Chair provides an assistant to escort the external reviewers to and from the meetings.
4. The Office of Assessment and Program Review assembles the paperwork for the external reviewers’ stipend. The stipend and the reimbursement for expenditures are paid upon receipt of the completed review report.
5. For guidelines regarding the external reviewers’ report, please see [Guidelines for Program Review Consultants’ Report](http://blogs.csun.edu/ugs/program-review/). These guidelines can be found on the [Program Review Resource webpage](http://blogs.csun.edu/ugs/program-review/).
6. After the receipt of the external reviewers’ report, a draft MOU is created and presented to the program for comment and revision. A final MOU results from a final meeting with the Vice-Provost, the AVP of Graduate Studies and Research (as appropriate), the Dean, the Associate Dean, the Chair or Coordinator, the EPC or GSC representatives, interested self-study committee members, and other relevant faculty, staff and students. The Program Review Coordinator coordinates and attends this meeting also.
7. Contact information:
   1. For the academic program or department, contact the program coordinator or chair or their program administrative services coordinator (ASC), unless another faculty or staff member is designated.
   2. If you have further questions on program review, please contact Eli Bartle at (818) 677-6717 or [ebartle@csun.edu](mailto:ebartle@csun.edu) or Jack Solomon at (818) 677-6712 or Jack Solomon [james.solomon@csun.edu](mailto:james.solomon@csun.edu).