**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/department, the Provost’s Office, and the Office of Academic Assessment and Program Review.

1. SELECTION AND CONTRACTING PROCESS

The Office of Academic Assessment and Program Review begins the process by soliciting nominations for external reviewers from the academic program or department and from the college dean, where one or two external reviewers are ultimately identified. The solicitation occurs after the department/program sends their self-study to the Office of Academic Assessment and Program Review. Reviewers from other CSU campus are preferred because they are familiar with the CSU system and operations. The Vice Provost makes the final choice of reviewers. Once the external reviewers have been identified, a formal email is issued by the Office of Academic Assessment and Program Review with potential dates for the reviewers, and the department chair or program coordinator and college dean are copied on the email.

The Office of the Provost handles all paperwork for payment of the honorarium ($750) 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 the campus visit date, which requires one day on campus. The reviewers should participate in all campus visit activities and jointly (if two reviewers) contribute to the external reviewer report. Prior to the external reviewer visit, the Program Review Coordinator will ask for a curriculum vitae from each reviewer to distribute to all parties involved in the review.
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 reviewers from the airport and/or hotel, arrange for lunch or dinner, or assist the reviewers with other activities.
3. The reviewers pay the cost of transportation, hotel, and meals upfront, and are then reimbursed by the hosting university. The reviewers will be issued an invoice to complete, and will be asked to submit all original receipts with it. The Office of the Provost will submit the paperwork for reimbursement to accounts payable when the completed program review report is received. The reviewers will be reimbursed by accounts payable.
4. As appropriate, the Educational Policies Committee (EPC) Representative and the Graduate Studies Committee (GSC) Representative 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 Program Review Coordinator schedule interviews and meetings for the external reviewers. The following are examples of meetings, with the responsible person for scheduling indicated in parentheses after the meeting.
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 meeting. (Program Review Coordinator)

The exit meeting includes the Vice Provost (who facilitates the meeting), department chair or program coordinator, Assistant VP for Undergraduate Studies, Assistant VP of Graduate Studies (if review involves a graduate program), college dean, interested parties from the department program or academic program, and 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, departments/programs should check with the external reviewers for 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, and/or may also want to observe a class in session; they may also wish to visit the library, laboratories, or other campus facilities.*

1. At least three weeks prior to the visit, the Program Review Coordinator sends the following to each external reviewer: (a) Schedule of campus visit (or 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. The Chair provides an assistant to escort the external reviewer(s) to and from the meetings.
3. 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.
4. The Office of the Provost 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. The external reviewer report is based off the [External Reviewer Report Template](../External%20Reviewers%20Reports/External%20Reviewer%20Report%20Template_1-2.docx). This can also be found on the [Program Review Resource webpage](http://www.csun.edu/assessment-and-program-review/program-review/guides-resources).
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, chair, or their program administrative services coordinator (ASC), unless another faculty or staff member is designated.
8. If you have further questions on program review, please contact Bonnie Paller at (818) 677-6717 or [bonnie.paller@csun.edu](mailto:bonnie.paller@csun.edu), or Jack Solomon at (818) 677-6712 or [james.solomon@csun.edu](mailto:james.solomon@csun.edu).