Program Review Policy and Procedures

Introduction

Program review policy in the California State University originates from <u>Board of Trustee policy</u> as found in the Chancellor's Memorandum AP 71-32, "Program Review Policy: Review of Existing Programs." Campuses are called to establish formal "program performance review procedures for all existing undergraduate and graduate programs" (paragraph 1). The goal is to use quantitative and qualitative data to assess the viability of each program and to maintain and strengthen the quality of academic offerings. An annual resolution by the Board of Trustees states "that a formal review of existing degree curricula continue to be conducted annually by the campuses as a part of the overall academic planning process" (paragraph 1).

The major purpose of program review is to ensure the highest quality educational programs. Program review focuses on the review of each degree and the related courses in the department; thus, information for the review must be clearly described for each degree. The program review process should foster departmental self-reflection and creative problem-solving about the overall program including its students, faculty, curriculum, resources, and actions taken to "close the loop" based on assessment data. The general climate of the department and key strengths and challenges of the program should be identified in an effort to make improvements. This process should promote positive and forward-looking change in academic programs, typically on a six-year* cycle. It should utilize internal and external resources effectively and should be integrated into academic planning and assessment. The program review should also include discussion of general education courses offered by the department. If the department/program offers certificates, these need to be reviewed as a part of the program review process. Note: A self-study and subsequent program review by an outside accreditation body in the discipline will be accepted as a program review if that body grants accreditation to that degree.

*If the last self-study, external review, and MOU occurred during Academic Year 2013-2014 or earlier, the next self-study and subsequent external review and MOU is due in 5-years. Those degrees that are reviewed in Academic Year 2014-2015 or later will have 6 years until the next self-study and subsequent external review and MOU are due.

The Program Review Process

The program review cycle consists of the following: a self-study, an external review, a Memorandum of Understanding (MOU) meeting, and an MOU. The MOU outlines an action plan, which is reviewed yearly, until the next self-study is written.

1.   **Calendar**

        The Vice-Provost, consults with the Associate Vice-President of Undergraduate Studies, Associate Vice President of Research and Graduate Studies, Deans, Associate Deans and

the Department Chairs/Program Coordinators (hereafter "Chairs") to establish a program review calendar. The calendar will ensure that reviews, beginning with the creation of a self-study document, will occur at least every six years and that they can be completed in a timely manner. The calendar will be reviewed every November/December as part of the annual request from the Chancellor's Office for an update of the Academic Plan.

2.   **Data from Institutional Research**

Once the self-study commences, data from the Institutional Research (IR) needs to be incorporated. This data can be found at CSUN By The Numbers on the IR website.

3.   **Self-Study**

Each program will prepare a self-study according to guidelines approved by the Educational Policies Committee (EPC) and the Graduate Studies Committee (GSC). See Self-Study Guidelines. The Program Review Coordinator in the Office of Academic Assessment and Program Review monitors the process of writing the self-study and offers consultation services and any help needed to complete the self-study.

4.   **Faculty Participation**

The Department Chair with the help of the Program Review Coordinator collaborates with the faculty to prepare the self-study. Tenure-track faculty are expected to be given an active role in the development of the self-study. Each tenure-track faculty member will receive a copy of the self-study guidelines. A draft of the self-study will be distributed to tenure-track faculty for review prior to formal approval. Upon department-level approval, the self-study is forwarded to the College for approval from the Dean.

(Note: In recognition of the fact that the proper preparation of the self-study requires extensive use of faculty and/or Chair time it is strongly recommended that the College and University provide reassigned time to the program for this purpose.)

The governing or advisory body will review the self-study and related program review documents if there are not any tenure-track faculty in a program.

5.   **Participation of EPC and GSC Representatives**

The Educational Policies Committee (EPC) and the Graduate Studies Committee (GSC) (if the program being reviewed includes a graduate program) will each appoint a present or former member as a representative to participate in the program review process. In the event that a program being reviewed is solely a graduate program without undergraduate course offerings, only the GSC will appoint a representative to participate in the process.

Normally these representatives will be selected from programs outside of the college of the program being reviewed. These representatives will be provided with a copy of the program's self-study. They will also be invited to the exit meeting along with the

external reviewers and possibly other meetings. EPC and GSC representatives will receive copies of the reviewers' final report and will be invited to attend the final MOU meeting convened by the Vice-Provost to discuss this final report. The review process is completed with the circulation of the Final Memorandum of Understanding (MOU). At this time the EPC and GSC representatives will share the relevant curriculum recommendations with their respective committees.

6.   **College-Level Review**

Each college will review the self-study within its curriculum review and/or planning structure, for example, its Academic Council, Academic Planning Committee, etc. It is the function of the college review committee to evaluate the departmental self-study in accordance with the established guidelines and to determine whether the department has adequately and realistically conducted its self-study. The college committee may require clarification or additional information in the self-study. The college review committee and Dean should ensure that the program self-study is comprehensive and accurate before submission to the Office of Academic Assessment and Program Review. If in their opinion the self-study is deficient, the Dean will require the self-study to be revised or rewritten.

7.   **External Review Team**

The Vice-Provost, in consultation with the Associate Vice President of Undergraduate Studies, Associate Vice President of Research and Graduate Studies (if applicable), Dean, Associate Dean, and Chair, will invite a team of external reviewers. Normally, the team consists of 2 reviewers. It is recommend that the department submit a list of 6 names to the Vice-Provost. At least 1 reviewer should represent a CSU campus.

~~The program will provide a list of suitable candidates from off-campus to the Dean. This list will also include a business address, telephone number, email, description of current position and specialty within the discipline and a brief rationale for the recommendation. At least one reviewer should represent a CSU. Geographic locality is preferred in order to minimize expenses. The review team usually consists of two reviewers. For some programs, the 2nd reviewer may be invited from the CSUN campus as long as that person is qualified to review the program and has not taught a course in the program under review. The Chair develops a ranked list of external reviewers, the Associate Dean reviews the list, which is forwarded with the self-study to the Program Review Coordinator. The Program Review Coordinator will invite the reviewers to campus based upon ranking, expenses and their availability.~~

In conducting the review process, the external review team will respond to the self-study, consult with the program, college, and others in the university, evaluate the program, and submit recommendations. (See Guidelines for External Reviewers' Campus Visit.)

8.   **Coordination of External Review Team's Visit**

The Office of Academic Assessment and Program Review coordinates the on-campus visit of the review team. The Office of Assessment and Program Review, in consultation with the Vice-Provost, will schedule the University-level administrator visits including the Vice-Provost, Associate Vice-President of Undergraduate Studies, Associate Vice-President of Research and Graduate Studies (if applicable), Dean, Associate Dean, Chair, EPC representative, and GSC representative (if applicable) and the exit meeting. The Chair schedules the department/program visits.

9.   **Initial Response to External Review Team's Report**

Upon receiving the External Reviewers' Report, the Office of Academic Assessment and Program Review forwards this report to the Vice-Provost and the Chair. The Program Review Coordinator (in the Office of Academic Assessment and Program Review), in consultation with the Vice-Provost, writes a draft Memorandum of Understanding (MOU) based on the external reviewers' report and forwards it to the Chair. The Chair circulates the report and the draft MOU to the faculty and arranges time for discussion and evaluation by the faculty. If deemed necessary by the faculty, a written response and preliminary plan of action reflecting any diversity of opinion that may exist within the program can be formally approved by the faculty. If a written response to the draft MOU is compiled by the faculty, it can be forwarded to the Program Review Coordinator and/or brought to the final MOU meeting. The Program Review Coordinator schedules the final MOU meeting. Copies of the external review team's report, the draft MOU, and any written program response is distributed by the Program Review Coordinator to the Vice-Provost, the Dean, and all other individuals who are invited to participate in the final MOU meeting.

10.   **Final MOU Meeting**

The draft MOU and any response from the program is thoroughly discussed at a meeting facilitated by the Vice-Provost in order to achieve consensus on a final plan of action. The following people are invited: the Associate Vice-President of Undergraduate Studies, the Associate Vice President of Research and Graduate Studies (if the program under review has a graduate program); the Chair; the Dean; the Associate Dean; all members of the program faculty, especially those faculty with added responsibilities for programs and curriculum; and the EPC and GSC representatives. The Director of the Academic Assessment and Program Review Office is also invited. The Program Review Coordinator and Graduate Student from the Academic Assessment and Program Review Office are invited to take notes in order to finalize the MOU.

The draft MOU document will be reviewed at the meeting until consensus on the final MOU is reached. The final MOU typically contains commendations and recommendations. The final MOU will be sent to all parties attending the meeting by the Office of Academic Assessment and Program Review. All parties will be given 3 weeks to respond to any final editing needed in the MOU. At this time, a copy of the final MOU is sent to the Provost and President and held in the files in the Office of Academic Assessment and Program Review.

11. **Report to Chancellor's Office**

   A synopsis of completed program reviews is submitted to the Chancellor's office annually, typically in January.

12. **Follow-up**

   Progress on the implementation of the Memorandum of Understanding (MOU) and related program activity will be an agenda item for at least one faculty meeting each academic year between reviews.

   During the academic year following completion of the program review, the Dean will meet with the Chair to review recommendations contained in the final program review document (the MOU) to ascertain the status of any action recommended. A brief acknowledgement of that meeting is sent to the Program Review Coordinator. Thereafter, the Dean will meet annually with the Chair. Three years after the completion of the program review, the Dean will submit a report to the Program Review Coordinator describing the progress the program is making toward fulfilling the recommendations contained in the program review report. All documents are sent to the Program Review Coordinator and housed in the Office of Academic Assessment and Program Review.

13. **Brief Calendar of Six-Year Program Review Cycle**: Black print indicates actions by Program and College only; Red print indicates action taken by Program and Office of Academic Assessment and Program Review.

Year 1	• Review MOU at minimum of one faculty meeting. • At end of academic year, Chair meets with Dean to review MOU status. • A brief acknowledgement of this meeting is sent to the Program Review Coordinator.
Year 2	• Review MOU at minimum of one faculty meeting • At end of academic year, Chair meets with Dean to review MOU status
Year 3	• Review MOU at minimum of one faculty meeting. • At end of academic year, Chair meets with Dean to review MOU status. • The Chair or Dean submits a report to the Vice-Provost describing the progress of the recommendations noted on the MOU.
Year 4	• Review MOU at minimum of one faculty meeting. • At end of academic year, Chair meets with Dean to review MOU status.
Year 5- Spring Semester	• Chair decides on faculty member to help write self-

	study. Chair asks Dean about release time for this faculty member.
	• Program Review Launch Meeting – Program Review Coordinator invites faculty in programs whose self-study is due in Year 6. All faculty are welcome to attend, however, the following faculty are invited to attend: Chair, Coordinator or Lead; faculty designated to help compile self-study; and assessment liaison.
	• Chair/Coordinator assembles faculty and assigns review tasks for compiling information for the Self-Study during summer and Year 6, fall semester.
Year 6- Fall Semester	• Program begins self-study in consultation with program faculty, Chair/Coordinator and input from Associate Dean. (See Self-Study Guidelines.) • Finalize self-study.
	• Self-study submitted to Dean for approval. College Academic Council approve self-study, too. The Program Review Coordinator monitors the development and approval of the self-study.
	• Self-study is approved. • Copies of self-study submitted to Program Review Coordinator. The self-study is submitted electronically along with one hard copy for the permanent file. It must be signed by the Chair (or program coordinator) and the Dean in order to commence with the scheduling of the External Review Visit. • Chair compiles a list of potential external reviewers and forwards to Dean's office for approval. • Chair submits list to Program Review Coordinator who contacts potential external reviewers and schedules dates for review.

| <u>**Year 6- Spring Semester**</u> | External Reviewers visit occurs. Three weeks later, the external reviewers' report is submitted to Office of Academic Assessment and Program Review. MOU is drafted by Program Review Coordinator and approved by Vice-Provost and sent to all parties. MOU draft is discussed in a meeting with faculty. Chair and Dean meet at MOU meeting, facilitated by Vice-Provost with other parties in attendance. Final MOU is received by department/program and given 3 weeks to make final edits. Final MOU is signed by the Vice-Provost and sent to the Provost and President. President's Office accepts final MOU.
Upon completion of the process, programs has six years to implement recommendations contained in the MOU before beginning the cycle once again
NOTE: If the self-study is submitted too late to plan the external reviewers' visit and/or the final MOU meeting, the meeting is scheduled during the following semester. |