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## Purpose of Program Review

Program Review is a significant collaborative effort between all employees at the college. Because all programs (academic and administrative) take part, A systematic evaluation of programs can have a profound effect on college decision-making including the setting of program, school, and college priorities, hiring plans, budget and space allocations, curriculum development, and program offerings and sizing.

Program Review is shaped, not only on the larger institutional context, but by the culture of the program being reviewed. Flexibility is built into the process, allowing each program to determine objectives, outcomes, and measures that meet student outcomes assessment, institutional effectiveness, and accreditation requirements. It is expected that each program's review reflects information gathering, self-review, and continuous and on-going planning and decision-making based on the information gathered. During the program review process, five years of assessment data and reports are collected and submitted as part of the program review.

Ultimately, the benefit to a program undergoing review is directly related to the seriousness in which it approaches the process. Programs that spend time clarifying the issues, developing their assessment plans and self-study, and focus on implementing the resulting recommendations experience the most improvement and benefit.

What makes this investment of time and energy worthwhile? The ultimate answer is that the process can help programs identify and maintain their strengths and concentrate on their weaknesses to the benefit of their students and the communities they serve. But there are other benefits as well. Program Review:

- Aligns program mission and vision with the College mission and vision.
- Builds consensus around program goals and objectives.
- Provides meaningful assessment data.
- Builds community and helps to set collective priorities.
- Evaluates progress.
- Tells a program's story.
- Informs recruitment and hiring.

Although program review is a major undertaking that makes considerable demands on program faculty, staff, administrators, and others in the College, it has the potential to reap significant rewards for all those who contributed to the review. Program reviews can foster more informed decision-making, more intentional allocation of resources, and improved practice. They can help program faculty do more of what they care about the most, and do it better.

PRAC invites all colleagues who complete the program review process to submit suggestions on how to improve the review process to the chair of PRAC. Suggestions may be made during the review process or at the end of the review cycle. However, changes to the review process will not be made until the next period of review.

In this document, "program" refers to all academic and administrative units that support student learning. These include:

- Degree, certificate, and licensure programs
- Contributions to the university's general education requirements
- Distance education offerings services for students such as counseling, library facilities, etc., and
- Other activities in which students participate as part of their education or which otherwise influence the education of students (athletics, student government, etc.)
- Administrative services that support student learning

## Administrative Program Review Procedures

This packet has been designed to guide WNCC program reviews. The timeline for the Program Review process is outlined in the table on page two of this document. It begins in April of the preceding year the review is due. **Questions regarding the process should be referred to the Chair of the Academic Program Assessment Committee or the Assessment Coordinator in Institutional Research.** There are several documents that must be completed as a part of the WNCC Program Review process. The forms are included in the appendix of this document:

1. The **Five Year Assessment Plan**
2. The **WNCC Program Review Report**
3. The **NSHE Program Review Summary Report**
4. The **PRAC Feedback Form** (completed by PRAC)
5. The **Action Plan**
6. The **External Reviewers Report**

## Overview of Program Review Process

### 1. Program Review Timeline

<b>April</b>	VP and or Director submit nominations for Program Review Teams to PRAC for approval	
	Program Review Team meets with IR Coordinator who will guide teams through the program review process. The Five Year Assessment Plan is discussed then.	
<b>May</b>	Hold program meetings to discuss review (VP and/or Director and Program Review Team)	
	Develop five year assessment plan (VP and/or Director/ team/program personnel)	
	Update course outlines (VP and/or Director, Program Review Team/program personnel)	
	Start preparing draft <b>WNCC Program Review Report</b> (team/program personnel)	
<b>June-September</b>		Work on draft of <b>WNCC Program Review Report</b> (team/program personnel)
	<b>Sept.</b>	VP and/or Director should request budget information from Budget Office.
<b>October-November</b>		Continue work on draft of <b>WNCC Program Review Report</b>
<b>December</b>		Program Review Team, along with VP and/or Director, should finalize external site visit to take place no later than March. Include President, VP and Director in the scheduling.
<b>January-March</b>	Finalize <b>WNCC Program Review Report</b> as necessary and distribute to External Reviewers, President, Vice President, Dean of Instruction and Division Chair 30 days before site visit.	
	Complete external site visit and exit interview with President, Vice President, Dean of Instruction, Division Chair and program personnel. The exit interview is transcribed into a report/ recommendations by VP's office and delivered to Program Review Team and VP and/or Director for incorporation into final <b>WNCC Program Review Report</b>	
<b>April</b>		Program Review Team receives report from External Reviewers, reviews recommendations works with program personnel, VP and Director to discuss program response and resources needed to complete <b>Action Plan</b> .
<b>May 15<sup>th</sup></b>		Submit final report of the <b>WNCC Program Review Report</b> (including <b>Five Year Assessment Plan, Curriculum Review Report, Action Plan</b> ) and the <b>NSHE Program Review Summary Report</b> to VP, Director, and the President.
<b>Fall</b> (Following academic year)		Program Review Team present results in PRAC meeting. PRAC completes the <b>PRAC Program Review Feedback form</b> and the President, Vice President and Director. complete the <b>Administrative Feedback Form</b> . Both are returned to Program Review Team and VP and/or Director and attached to final <b>WNCC Program Review Report</b> .

## 2. Five Year Assessment Plan.

- Each program must submit a five year plan for assessment as a part of their program review and will serve as a frame for assessment for the next review period. The Assessment Coordinator in Institutional Research will assist programs in their assessment efforts. Details on how to complete the **Five Year Assessment Plan** are provided in the plan form which is located in the **Forms Appendix** of this document.

## 3. WNCC Program Review Report

The **WNCC Program Review Report** is written by a Program Review Team and is for internal use. It is also the basis for the **NSHE Program Review Summary Report** that may be ultimately reviewed by the Board of Regents.

- A Program Review Team must be selected. Procedures for team selection are detailed in **Program Review Team Selection** section of this document.
- Complete the **Five Year Assessment Plan**. Details on how to complete the plan are provided in the plan form. Five **Annual Assessment Update Forms** should also be submitted as a part of the **WNCC Program Review Report**.
- Complete the **WNCC Program Review Report**. Details on how to complete the report are provided in **Program Review Criteria**.
- Complete the **Action Plan** which is a written response to the review and outlines the path the program will take during the next program review cycle.

**Deadline:** All **WNCC Program Review Reports** are to be completed by **May 15<sup>th</sup>** and submitted to the appropriate Director, the Vice President, the President and Chair of PRAC. If the program reports directly to the president, the President will assume the responsibilities of the Vice President in the review process.

## 4. NSHE Program Review Summary Report

After completing the **WNCC Program Review Report** the Program Review Team and the vice president in charge of the program need to complete the **NSHE Program Review Summary Report**. This report should be based upon the **WNCC Program Review Report** and follows the same format. The **NSHE Program Review Summary Report** will be made available to the Vice Chancellor for Academic and Student Affairs and the Board of Regents and documents the program review process and general findings.

- The creation of the **NSHE Program Review Summary Report** should reflect collaboration between the Program Review Team, the dean and vice president.

**Deadline:** The **NSHE Program Review Summary Report** is to be submitted as a part of the final **WNCC Program Review Report** due on **May 15<sup>th</sup>** and submitted to the appropriate Director, the Vice President, the President and Chair of PRAC. If the program reports directly to the president, the President will assume the responsibilities of the Vice President in the review process.

**Deadline:** The **NSHE Program Review Summary Report** is due by **May 15<sup>th</sup>**.

## 5. Action Plan

Programs must provide a written response to the review and develop and submit the **Action Plan** as a part of the final **WNCC Program Review Report** due on **May 15<sup>th</sup>**. Details on how to complete the plan are provided on the **Action Plan** form which is located in the **Forms Appendix** of this document.

**Deadline:** The *Action Plan* is due by **May 15<sup>th</sup>**.

## **6. Administrative Program Review Feedback Form**

The *Administrative Program Review Feedback Form* provides the mechanism for the Director of Instruction, Vice President and the President to review and respond to the program review. Their response should include their approval of the *Action Plan* and a pledge of outlined resources if applicable.

The time set aside for the PRAC review process is **May 15<sup>th</sup> – October 15<sup>th</sup>**. The review results will be presented in an PRAC meeting open to the college community during the fall of the following year.

Copies of the final *Administrative Program Review Feedback Form* should be provided to the Program Review Team and Director.

**Deadline:** The final approval from the President, Vice President and Director is due by **October 15<sup>th</sup>**.

## **7. PRAC Program Review Feedback Form**

- The PRAC Program Review Feedback Form allows PRAC to consider the degree to which the program review has been completed.

The time set aside for the PRAC review process is **May 15<sup>th</sup> – October 15<sup>th</sup>**.

Copies of the final *PRAC Program Review Feedback Form* should be provided to the President, Vice President, Director and the Internal Program Review Team.

**Deadline:** The final approval from the President, Vice President and Director is due by **October 15<sup>th</sup>**.

## WNCC Program Review Process Instructions

The purpose of program review is to provide a thorough and reflective evaluation of a specific program, department or service. It is critical that teams be composed of knowledgeable people from within the program and outside the program to provide this type of evaluation.

Each program review is the responsibility of an appointed **Program Review Team**, the Director, and Vice President with input from designated external reviewers.

### Program Review Scheduling

1. Program Review scheduling began with the Strategic Planning and Institutional Effectiveness Committee and is now coordinated by the Coordinator for Assessment in Institutional Research in cooperation with PRAC, Directors, and Vice Presidents.

### Program Review Team Membership Selection and Responsibilities

1. The **Program Review Team** will consist of both members internal to the program and external to the program. Funding will be provided by the IR Coordinator for Assessment. All team membership nominations must be forwarded by the Director of the program to the Chair of PRAC for approval. The Program Review Team will be headed by a Chair appointed by the Director of the program.
2. The **Program Review Team** should be relatively small (three to five members). Members of **Program Review Team** should include those responsible for the program, representatives from the constituencies that the program was designed to benefit, and where appropriate, members of advisory committees.
  - a. Responsible for completing the **WNCC Program Review Report** which is a self-evaluation.
  - b. Responsible for selecting **External Reviewers** for the **External Site Visit** and arrangements (sending materials, scheduling visits, and exit interviews, etc.)
3. If an external site visit is deemed appropriate for the program, the **External Reviewers**, should consist of at least one member from another college or university working in the same field or discipline, in relevant business/industry, a member of an advisory board, or other related constituent, and a WNCC faculty member who works or teaches outside the program being reviewed. **The External Reviewers** will spend one day on campus discussing the self-study and related information with administrators, faculty, staff, advisory groups, students, and others related to the program. The itinerary should be developed by the program in consultation with appropriate campus personnel as well as with the **External Reviewers**. It will be important to provide time(s) for the reviewers to conduct an exit interview with the President, Vice President, Director and the **Program Review Team**. Every effort should be made to respond to the requests of the **External Reviewers** during the site visit. The **External Reviewers** should receive a copy of the **WNCC Program Review Report** one month before they arrive for their campus visit. Additionally, the **Program Review Team** will work with the Director and/or Vice President to schedule an itinerary for the on site visit and the exit interview for the **External Reviewers**. The site visit should be scheduled with enough time to meet program review deadlines.

If an external site visit is not deemed appropriate for the program, the External Reviewers should be sent a copy of the **WNCC Program Review Report** one month before the final report is due in order to study it and draft a response to be included in the final report.

- a. Responsible for completing an exit interview with the President, Vice President, Director, Division Chair and other program personnel as appropriate. The exit interview will be

translated into a report and recommendations by the Director and delivered to the **Program Review Team** for incorporation in the final version of the **WNCC Program Review Report**.

4. Recommendations for membership and external reviewers will originate with the Director in consultation with personnel in the program area and the Vice President if necessary. The recommendations will be forwarded by the Director to PRAC for approval. Appointment to serve on one of the **Program Review Teams** will be made by the Chair of PRAC within **two weeks** of receiving the nominations.
5. The **Program Review Team** will complete the final version of the **WNCC Program Review Report**, incorporating the feedback from the **External Reviewers** and develop an **Action Plan**. The **WNCC Program Review Report**, the **NSHE Program Review Summary Report**, and the **Action Plan** should all be submitted to President, Vice President, the Director and the Chair of PRAC by **May 15<sup>th</sup>**.
6. During the fall semester after the program review has been completed, the Vice President and Director will hold a meeting of program personnel to discuss the program's **Action Plan** and the resources needed to complete it. All appropriate representatives of the campus administration will be invited to this meeting in order to bring to bear all the college resources that are needed to assist the program in addressing recommendations.

### **Completing the Five Year Assessment Plan**

Each program must submit a five year plan for assessment as a part of their program review. Details on how to complete the plan are provided in the **Five Year Assessment Plan** form which is located in the **Forms Appendix** of this document.

### **Completing the WNCC Program Review Report**

#### **1. Program Description**

(No more than two pages, not including support documents)

- A. Provide the mission and outcomes of the program.
- B. Discuss the relationship of the program's mission and outcomes to the overall college mission, strategic plan other programs at WNCC and in the NSHE.
- C. Include a short description of the program. Append supporting documents as appropriate.
  1. Primary goals and objectives
  2. Unique characteristics
  3. Concerns of trends affecting the program
  4. Significant changes or needs in the next five years

#### **2. Quality of Program**

The focus of this section is to provide evidence regarding the quality of the program. The quality of the program is indicated by three factors: adequacy of resources, the effectiveness of the program and demonstrated need for the program. Please limit your response to ten pages, not including supporting documents.

##### **A. Resource Matrix**

1. Complete **The Resources Matrix** which is a spreadsheet that covers adequacy of budgeting, faculty & staff, and facilities of the program. You must request items a. from the Budget Office. Programs must complete item b:
  - a. Request a program review budget report from the Budget Office.

- b. The number of positions for all professionals and classified personnel, the degrees and qualifications of those occupying those positions, and an overview of duties performed by those positions in the program. This section is completed by the program.

## **B. Evidence of the Effectiveness of the Department, Service or Program**

1. **Systematic Assessment:** programs must include evidence that they systematically assess outcomes and that data from assessments are used to make improvements to programs. The final **WNCC Program Review Report** should include the **Five Year Assessment Plan** along with annual updates that show what action has been taken as a result of assessment efforts. Updates to the **Five Year Assessment Plan** will be required annually on **May 15<sup>th</sup>** using the **Annual Assessment Update** form found in the Forms Appendix of this document.
2. **Evidence of Satisfaction:** programs may include additional hard data regarding student and/or customer satisfaction as indicators of effectiveness of the program. The leader of the Internal Program Review Team should consult with Institutional Research regarding the availability of data.

## **C. Need for the Program or Service.**

Explain the need and basis for determining the need for the program. Objective data, such as industry forecasts, alumni studies, higher education trend reports and studies commissioned by WNCC or NSHE, should be included when possible.

## **3. Findings and Recommendations**

Present the commendations and recommendations that are the result of the program review, including the curriculum review. If the review recommends any changes to the program, a detailed description of the specific plan of action to implement the recommendations and a timeline for implementation of the plan are required.

## **Completing the NSHE Program Review Summary Report**

This report uses the same sections required for the **WNCC Program Review Report**. Unlike the detailed **WNCC Program Review Report**, this report is a two to three page summary. Each section should briefly summarize the major elements of the **WNCC Program Review Report** into no more than one paragraph. Please keep in mind that this report is submitted to the Board of Regents; it is designed to demonstrate the college has completed a program review. The **NSHE Program Review Report** form is included in the Forms Appendix at the end of this document.

### **1. Program Description**

- A. Provide the mission and outcomes of the program.
- B. Discuss the relationship of the program's mission and outcomes to the overall college mission, strategic plan other programs at WNCC and in the NSHE.
- C. Include a short description of the program. Append supporting documents as appropriate.
  1. Primary goals and objectives
  2. Unique characteristics
  3. Concerns of trends affecting the program
  4. Significant changes or needs in the next five years
- D. List the degrees, certificates and any other courses offered by the program.
- E. What specific niches does the program serve?

## **2. Quality of Program**

Summarize the results of review of quality indicators for each of the three areas: adequacy of resources, the effectiveness of the program and demonstrated need for the program.

## **3. Findings and Recommendations**

Summarize commendations and recommendations based upon the program review. Include a brief timeline to indicate how any recommendations will be implemented.

### **Completing the Action Plan**

After receiving the **External Reviewers'** report, the **Internal Program Review Team** and program personnel should respond to the report's findings and recommendations by completing the **Action Plan**, complete with a proposed timeline that addresses these items. The **Action Plan** should span the period of time between program reviews. The **Action Plan** form is found in the Forms Appendix.

- The director and/or vice president in charge of the program shall lead this effort in order to find available resources to support any planned changes.
- The completed Action Plan form should be submitted as part of the WNCC Program Review Report on **May 15<sup>th</sup>**.

**Deadline: May 15<sup>th</sup>.**

### **Presenting Program Review Results to PRAC**

The program review team will present the results of the review in an PRAC meeting open to the college community in April/May. The completed report must be completed to the Chair of PRAC and the Vice President prior to this meeting for review. The Chair of PRAC will contact the program review team to schedule the meeting.

## Forms Appendix

### Curriculum Review Report

1. The completed Curriculum Review Report and the Curriculum Committee Program Evaluation reports are to be included in the WNCC Program Review Report.
2. Provide the mission and outcomes for this academic program.
3. Explain how this academic program has maintained the relevancy and currency of its curriculum response to substantive changes in its discipline or occupational field.
4. Provide evidence that the program has a clear sequence of offerings. Please attach the sequence of offerings to this report.
5. Provide evidence that courses are scheduled in such a manner as to allow students to complete the program within the time of two years for a degree, 18 months for a certificate of achievement, and nine months for a certificate of completion.
6. Excluding the current review, explain any program reviews of required or recommended program courses completed within the last three years. Include the year of the review, review process, and those involved in the review.
7. Excluding the current review, explain any review of general education or related course instruction completed within the last three years. Include the year of the review, review process, and those involved in the review.
8. Describe the status of the catalog information pertinent to this program (e.g., when it was last updated).
9. Explain the status of the program in SIS (e.g., when it was last updated).
10. Attach the course outlines for all courses required or recommended for this program, excluding general education courses. (Note: Course outlines refer to the generic course outline required for each course, not the course syllabus developed by an instructor for a specific section of the course.)
11. Provide evidence that the program teaches students how to locate and use appropriate resources necessary to remain current in the field of study pertinent to the program (e.g., library resources, technical manuals, professional journals, or Internet materials, etc.).

## WNCC Program Review Report Form

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Date of Previous Review:**

**Internal Program Team Members (name, institution, title):**

**External Program Team Members (name, institution, title):**

Note: The report of the External Program Review Team should be attached to this report.

The **WNCC Program Review Report** has four sections. Details on what should be included in each section are outlined below in the **WNCC Program Review Process Instructions**. Use this form

## 1. Program Description

A. Provide the mission and outcomes of the program.

Type your responses above. The box will expand as needed

B. Discuss the relationship of the program's mission and outcomes to the overall college mission, strategic plan other programs at WNCC and in the NSHE.

Type your responses above. The box will expand as needed

C. Include a short description of the program. Append supporting documents as appropriate.

1. Primary goals and objectives
2. Unique characteristics
3. Concerns of trends affecting the program
4. Significant changes or needs in the next five years

Type your responses above. The box will expand as needed

D. List the degrees, certificates and any other courses offered by the program.

Type your responses above. The box will expand as needed

E. What specific niches does the program serve?

Type your responses above. The box will expand as needed

## 2. Quality of Program

### D. Resource Matrix

1. Complete **The Resource Matrix** which is a spreadsheet that covers adequacy of course scheduling, faculty & staff, and facilities of the program and attach. You may add a short narrative explanation for the data in the **Resource Matrix** below if necessary.

Type your responses above. The box will expand as needed

### E. Evidence of the Effectiveness of the Department, Service or Program

1. **Systematic Assessment:** Academic programs should include the new **Five Year Assessment Plan** and **Annual Assessment Update Forms** for the period covered by the Program Review.

Type your responses above. The box will expand as needed

2. **Evidence of Satisfaction:** Academic programs may include additional hard data regarding student and/or customer satisfaction with programs, employer satisfaction studies, etc., as indicators of effectiveness of the program.

Type your responses above. The box will expand as needed

3. **Certifications/Licenses:** Academic programs need to explain if there are special certifications or accreditations available to the program and the status of the program relative to these certifications or accreditations.

Type your responses above. The box will expand as needed

### 3. Findings and Recommendations

Type your responses above. The box will expand as needed

**WNCC Program Review Report Signatures**

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Signatures:**

\_\_\_\_\_  
**Dean of Instruction**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**VP Academic & Student Affairs**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**President**

\_\_\_\_\_  
**Date**

**NSHE Program Review Summary Report Form**

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Date of Previous Review:**

**Internal Program Team Members (name, institution, title):**

**External Program Team Members (name, institution, title):**

**Program Review Summary Highlights:**

The ***WNCC Program Review Report*** has four sections. Details on what should be included in each section are outlined in the **WNCC Program Review Process Instructions**. Use this form

**1. Program Description**

Type your responses above. The box will expand as needed

**2. Quality of Program**

Type your responses above. The box will expand as needed

**3. Findings and Recommendations**

Type your responses above. The box will expand as needed

## NSHE Program Review Report Signatures

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Signatures:**

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**Dean Director**

**Date**

---

**Vice President**

**Date**

---

**President**

**Date**

## PRAC Program Review Feedback Form

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Date of Previous Review:**

**Internal Program Team Members (name, institution, title):**

**External Program Team Members (name, institution, title):**

**Comments on the report:**

**Recommendations for Program:**

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**Signature, Chair of PRAC**

**Date**

## Administrative Program Review Feedback Form

**Official Program Title:**

**Degree Designation (A.A., A.S. etc.):**

**Date Submitted:**

**Date of Previous Review:**

**Internal Program Team Members (name, institution, title):**

**External Program Team Members (name, institution, title):**

**Comments on the report:**

**Recommendations for Program:**

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**Signature, Dean/Director**

**Date**

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**Signature, Vice President**

**Date**

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**Signature, President**

**Date**

## Five Year Assessment Plan Form

Complete this plan as a part of each five year Program Review cycle and supplement it by submitting an Annual Assessment Update Report form to Division Chair, Dean of Instruction, and the Chair of PRAC each year by May 15<sup>th</sup>. For information on assessment and how to create measurable program outcomes, contact the Assessment Coordinator housed in Institutional Research or go to <http://www.wncc.edu/institutional/programreview.php>

Outcomes	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	Means of Assessment
1.						
2.						
3.						
4.						
5.						
6.						

Please list the program outcomes, and briefly describe the means of assessment for each one. Insert an **X** in the column of each year that the program outcome will be assessed.

**Comments/Reflections:**

\_\_\_\_\_  
Signature, Dean/Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, Vice President

\_\_\_\_\_  
Date

**Annual Assessment Update Report Form**

<b>&lt;Enter Department Name Here&gt;</b>		<b>Assessment Plan for &lt;enter academic year here&gt;</b>	
Enter name, phone number and email address		Submitted: <Enter today's date>	
<b>College Mission Statement/Goals</b> Enter portion of statement that relates to your unit here		<b>Program Mission Statement/Goals</b> Enter your program statement and goals here	
<b>Outcomes</b>	<b>Means of Assessment</b>	<b>Findings</b>	<b>Actions</b>
1.			
2.			
3.			
4.			
5.			

Table expands as needed. Rows can be added where necessary. For assistance, please contact the Coordinator for Assessment

\_\_\_\_\_  
Signature, Dean/Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, Vice President

\_\_\_\_\_  
Date

**Action Plan Form**

**Summary of Recommendations Made by Internal and External Program Review Teams**

**Describe Actions for Each Recommendation**

Program Goals	Recommendations From Internal Review	Recommendations From External Team	Program Action Plan	Administrative Response

This table will expand as needed.

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**Signature, Dean/Director** **Date**

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**Signature, Vice President** **Date**

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**Signature, President** **Date**

## External Reviewer(s) Report

### Guidelines for External Reviewer(s):

The purpose of the **External Reviewer(s)** is to provide the program with an external perspective regarding the quality and effectiveness of the unit's programs, services, resources, processes, and operations. The **External Reviewer(s)** shall spend one day on campus discussing the **WNCC Program Review Report** and related information with administrators, faculty, staff, advisory groups, students, and others related to the department/program.

### External Reviewer(s) Selection

The **External Reviewer(s)** should be made up of at least one faculty member from the same discipline from another college or university, and/or appropriate members of the community and local business. Main constituents including students, associated community members, external faculty members within the discipline, etc., may also be included. Nominations for the **External Reviewer(s)** should be forwarded to the Chair PRAC for approval. The Director or designee is responsible for coordinating the site visit with the **External Reviewer(s)** and escorting them throughout the site visit.

### Responsibilities of the External Reviewer(s)

- Examine the self WNCC Program Review Report.
- External Reviewer(s) is responsible for coordinating the efforts of the team prior to, during and after the visit.
- External Reviewer(s) is responsible for providing a report to the Dean of Instruction within 30 days of the campus visit.
- Engage in additional information-seeking, as necessary.
- Confirm the validity of the conclusions reached in the self-study.
- Identify additional strengths and recommendations for quality enhancement.
- Conduct an exit interview with the President, Vice President, Dean of Instruction, and program personnel.
- Prepare a final report to be submitted within 14 days of the site visit.

The final report should include commendations as well as recommendations. There should be a special emphasis on improvements that require no new resources. Both the Director and the program personnel will have an opportunity to respond to the external reviewers' report before the entire process is concluded.

Below is a proposed organization format for the final report:

- Program Strengths and Weaknesses
- Strategies for Improvement
- Evaluation of the external review process/site visit/self-study document