

Sample External Reviewer Contact Follow-up Letter

Name
Title
Address

Dear (_____)

Thank you for agreeing to serve as the external reviewer for the (_____) program review at James Madison University. Our purpose in conducting administrative program reviews is to analyze the unit's performance, gather findings, and make recommendations for improved processes, service, support, and/or personnel. Your role will be to use your expertise to study the unit, interview relevant personnel and apply your knowledge of best practices to make recommendations.

Normally, an external reviewer arrives during an afternoon and meets with the program review committee chairs to discuss plans for the review. The following day is then spent touring the facility, meeting the unit head, interviewing relevant personnel, reviewing materials, etc. You are free to conduct whatever research you feel is necessary to support your work. Just let us know and we will make the arrangements, set up meeting times, etc.

We will reimburse you for your travel, lodging, and meals in accordance with state policy. If you need a telephone, computer, or other resources while on campus, the unit head will be responsible for making certain that you have what you need. If you have any questions about logistics, please contact (*unit head*) at (*contact information*).

It is our expectation that, within 15 work days of your visit, you will submit a report to us. Please create your report in Microsoft Word and send it to us via e-mail attachment. In general, your report should include a summary of your overall impressions, a list of findings, and, perhaps most importantly, specific recommendations for improving the unit's performance. Most external reviewer reports are between 4-8 pages single spaced. Include as much detail as you feel is needed. If you would like to see a sample external reviewer report, we would be happy to provide one for you. Recommendations might include adding personnel, increasing available funding, changing processes, adding equipment or technology, conducting further research, changing unit policies/procedures, etc. Please be as specific as possible when making recommendations.

Thank you again for your willingness to contribute in such a valuable way. We look forward to your input. Please feel free to contact either of us at any time.

Sincerely,

Name
Program Review Committee Co-chair
e-mail

phone

Name

Program Review Committee Co-chair

e-mail

phone