
Serving on a Program Review Committee

Today's Objectives

- Provide an overview of a member's role on a program review committee
- Provide an overview of the Phase 2 process
- Provide an overview of the various research elements that may be used
- Answer your questions about the process

Why Program Reviews?

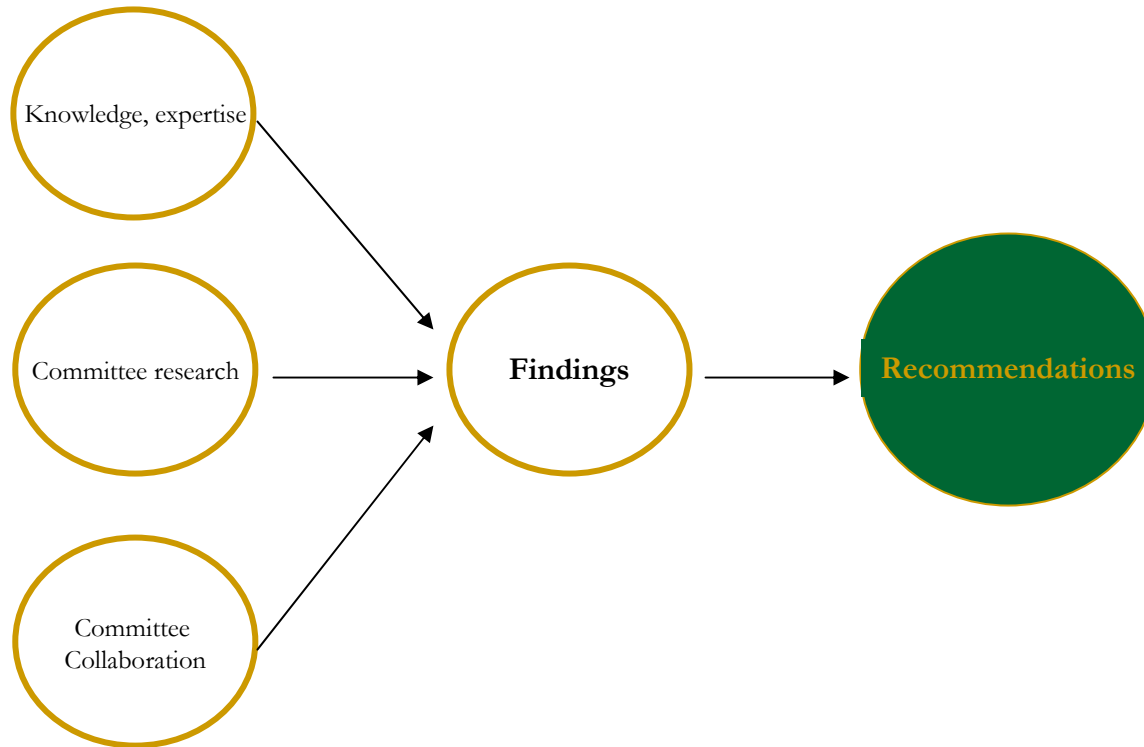
1. **Comply with SACS accreditation requirements**
 - Establish a formal unit review process
 - Conduct two formal reviews within the 10-year SACS reaccreditation cycle
 - Focus on objectives, assessment, and planning
2. **Assist units to incrementally improve**
 - Setting and completion of unit objectives
 - Quality of work performed
 - Level of customer service

Expectation of Service on Committees

15. Special Assignments	Measures
<i>Special Assignments are considered brief in nature and typically are not extended beyond the performance period. Statements should be brief and do not have to include every detail of the assignment.</i>	
<ul style="list-style-type: none">•Lead and/or participate on divisional program review committees as requested	<ul style="list-style-type: none">•The (employee) demonstrates a willingness to participate in the divisional program review process and, when serving as a committee chair or member, is reliable, helpful and effective.

The Committee's Role

- Assist the unit to improve performance by making specific recommendations based on the committee's research-based knowledge



Committee Member Duties

- Read the self-study binder
- Attend all committee meetings
- Serve as a sub-committee member or chair
- Participate in one or more research projects related to the review
- Write and/or collaborate on writing
- Provide advice and support to committee chairs
- Contribute to committee discussions
- Contribute to the drafting of the report

Basic Structure

Phase 1 (10-12 months)	Phase 2 (3-4 months)	Phase 3 (1 meeting)
<ul style="list-style-type: none"> ■ Committee chairs assigned ■ Chairs meet with unit head & AVP ■ Committee members selected ■ Schedule determined ■ Self-study begins – gradual preparation of program review binder 	<ul style="list-style-type: none"> ■ Committee phase ■ Research conducted, which may include: <ul style="list-style-type: none"> □ Focus groups □ Surveys □ External reviews □ Peer studies □ Document analysis □ Internal process studies ■ Chairs lead committee through analysis of self-study, gathering of data, writing of findings and making recommendations ■ Meeting with unit head ■ Final report written ■ Mr. King meets with AVP to discuss report and set objectives ■ Agreed upon recommendations become objectives in planning database 	<ul style="list-style-type: none"> ■ Approximately 8-10 months after end-of-phase-2 meeting, Mr. King and the AVP meet to discuss progress

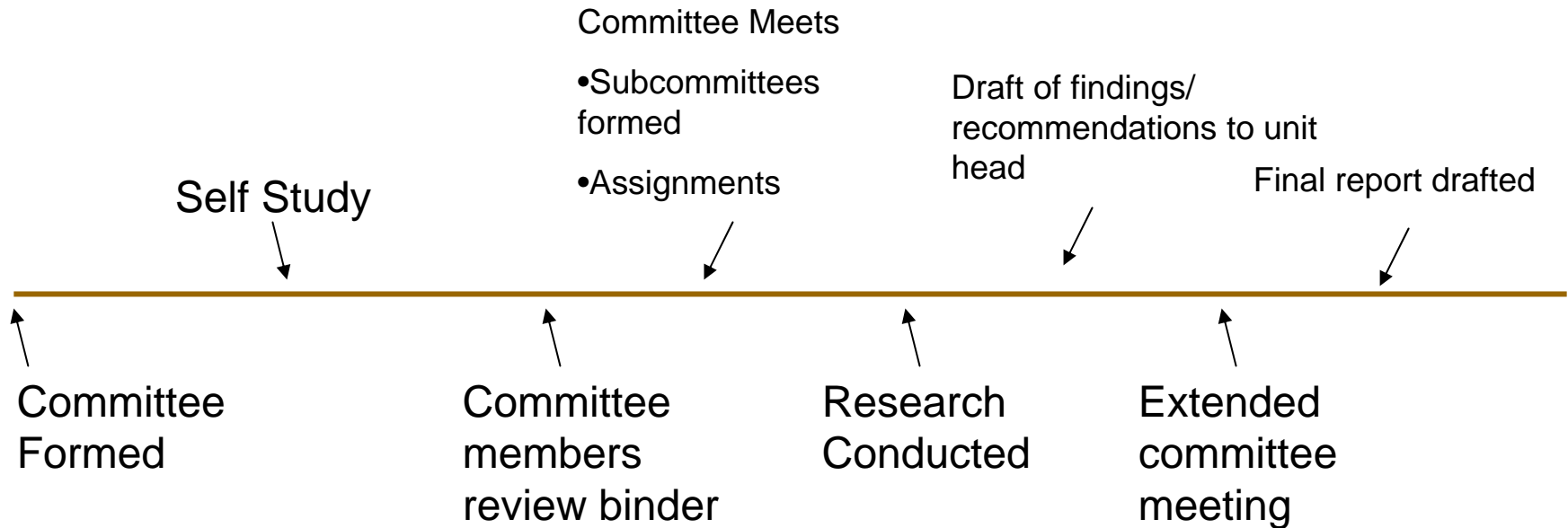
Phase 1: Self Study

<i>Most binders will include</i>	<i>Some binders will include</i>
Mission vision values	Relevant budget info
Updated job descriptions and EWP's	Internal audit reports
Goals and objectives	Samples of past customer research, surveys, etc.
Updated policies & procedures	Past accomplishments
Org chart	Recommendations for questions to be asked of core customers
S.W.O.T Analysis	Previous program review reports
The names of key customers and customer groups	
The names/contact info of key peers	
The unit's objectives for the review – what do they want to know? What issues are they facing?	

Phase 2 – Committee Phase

- The goal of the committee: Conduct research that results in an accurate list of **findings** concerning unit performance and a list of **recommendations** for unit improvement.
 - **Finding:** A statement of fact or discovery as a result of research. This can be “positive”, “negative”, reflect change, etc.
 - **Recommendation:** A specific suggestion that, if carried out, would likely result in improved unit quality/performance

Sample Committee Timeline (Phase 2)



Phase 2: Committee Research

<i>Most studies will include</i>	<i>Some studies will include</i>
<u>Personal Interviews</u>	<u>Surveys</u>
<u>External Reviewer</u>	<u>Peer Studies/Best Practices</u>
<u>Focus Groups</u>	<u>Internal Process Studies</u>
<u>Document Review</u>	Etc.
<u>Committee Collaboration</u>	

Phase 2, Conclusion

- Subcommittees send reports & data to committee chairs
- Chairs lead committee in first draft of report – executive summary, findings, recommendations
- Unit head reviews draft and has an opportunity to respond - *ownership*
- Chairs lead committee in finalizing report
- Mr. King meets with AVP
- Accepted recommendations become objectives

Personal Interviews

- Who: Unit head, unit members, AVP, Mr. King, key individual customers, etc.
- Why:
 - Learn important varying perspectives on unit strengths and weaknesses.
 - Learn what key constituents believe are areas of needed improvement
 - Learn the unit “blind spots” (i.e., what do they think they’re good at but may not be...)
 - Learn about key perceived obstacles to success – particularly from unit members and chain of command



External Reviewer

- Who: A knowledgeable professional from another institution/university
- Why:
 - Get an impartial, “outsider’s” perspective
 - Learn industry best practices
 - Learn where the unit may be behind on industry standards, technological advancements, etc.
 - Add credibility to the study



Focus Groups

- Who: A focus group is a gathering of 8-12 unit constituents/customers assembled to discuss unit performance
- Why:
 - Get somewhat informal, *discussion-based* feedback on unit performance
 - Learn the words/terms customers use in relation to the unit (for possible use in other research)
 - Brainstorm ideas for unit improvement
 - Learn the “hot button” areas of unit performance

Document Review

- What: Binder, previous program review reports, websites, etc.
- Why:
 - Learn about key unit processes and procedures
 - Understand how the unit communicates itself to its customers – to understand how it truly perceives its purpose and make suggestions for improvement
 - Learn about the unit's strengths and weaknesses related to communication and organization




Committee Collaboration

- Who: Members of the program review committee
- Why:
 - Committee members bring to the committee an existing knowledge and experience base. A committee that works well together can effectively harness this information to make very helpful recommendations.



Surveys

- Who: Large numbers of key constituents/customers
 - When: The unit has a broad spectrum of key customers (Public Safety, Parking, Payroll, etc.)
 - Why:
 - Gather *quantitative* unit performance data
 - Measure customer satisfaction in key areas
 - Learn key strengths and areas of needed improvement
- 

Survey Resource Team

- Stuart Broughton (brough, x86889)
- Brian Charette (charetbj, x84248)
- Esther Nizer (nizerem, x82842)
- Kim Thompson (thompskf, x84248)
- Suzanne Vance (vancesn, x84101)



Peer Studies/Best Practices

- Who: Knowledgeable industry professionals (5-10) at other universities, institutions
- When: The unit has a particularly technical function or requires a level of specialized expertise, certification, etc.
- Why:
 - Learn industry best practices for comparison
 - Learn several expert opinions on unit performance



Internal Process Studies

- Who: Members of the unit
- When: The unit's customer service performance is *highly* dependant on internal processes, data flows, document management, etc.
- Why:
 - Learn where customer service performance is hindered by internal flow issues
 - Learn obstacles related to organization and/or process

