**Administration & Finance Program Reviews**

**Full Program Review Overview**

**(Updated Spring 2017)**

Purpose

* To comply with SACSCOC accreditation requirements
* To maintain a formal unit review process
* To conduct two formal reviews every 12-years
* To focus on unit objectives, assessment, and planning
* To assist units to incrementally improve
* To ensure setting and completion of unit objectives
* To evaluate the quality of work performed
* To continuously improve the quality of customer service

Steps

# **Phase 1 Tasks**

# **People Responsible:** Committee Co-chairs and Unit Head

# **Timing:** 1 Semester

* Committee Chairs are assigned by the Program Review Coordinator
* Chairs meet with Unit Head and the appropriate Assistant/Associate Vice President
* Establish committee membership and inform them of the self-study process. (Committees are typically made up of stakeholders and peers from outside the unit)
* Confirm schedule
* Prepare background material for committee (this is called the “Self-study and is completed by the Unit Head and his or her team:

1. Unit mission;
2. List of customers, products and services;
3. Departmental resources (personnel, funds, space, equipment…);
4. Organization chart;
5. Procedures or policies manuals;
6. Customer satisfaction information (like survey data);
7. Previous self-studies or unit evaluations; and
8. Other information as appropriate for the department being studied.

* Identify candidate(s) who may provide an effective external review (we typically use people from agencies inside the Commonwealth and who provide this service for travel expense only)
* Meet with departmental personnel to explain process – at the discretion of the Unit Head

**Phase 2 Tasks**

# **People Responsible:** Committee Co-chairs and the Program Review Committee

# **Timing:** 1 Semester

* ***Initial Meeting, Review Committee (2-3 Hrs.)***
* Review self-study material prior to meeting
* Prepare data gathering plan by research methodology (i.e., survey, focus groups, etc.)
* Form committees based upon data gathering plan
* Assign committee members to data gathering sub committees
* ***Data Gathering, Co-chairs and Committee Members (As Assigned)***
* Conduct survey and draft subcommittee report
* Conduct interviews and/or focus groups and draft subcommittee report
* Conduct other data gathering tasks and related subcommittee reports
* Conduct external review and receive reviewer’s report
* Prepare and distribute subcommittee reports to committee members
* Share preliminary subcommittee reports with Unit Head
* ***Committee Retreat, Committee Members (1 Day)***
* Discuss subcommittee report findings
* Receive Unit Head’s comments on reports
* Draft findings and associated recommendations
* ***Completion, Committee Co-chairs***
* Combine subcommittee reports into a draft *Program Review Report* and distribute to director and committee members for critique
* Amend report as necessary to accommodate comments
* Forward final report to AVP and VP
* Meet with AVP and VP – at their discretion – to review report
* Meet with departmental personnel to review report – at the discretion of the Unit Head

**Phase 3 Tasks**

# **People Responsible:** Unit Head, AVP

# **Timing:** 2 Semesters after completion of Phase 2

* Senior Vice President meets with the AVP to discuss progress.