**Administration & Finance Program Reviews**

**Full Program Review Overview**

**(Updated Summer 2022)**

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 as needed to complete the review);
4. Organization chart;
5. Customer satisfaction information (like survey data);
6. Previous self-studies or unit evaluations to include an update on all recommendations;
7. A list of the previous years’ Star Tool objectives including progress to date and next steps;
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) Note: External Reviewers are eligible for a $1,000 fee plus expenses and typically spend one full day reviewing. The report from the external reviewer is due approximately two weeks after the visit or as agreed upon.
* Meet with departmental personnel to explain the 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 Hrs.)***
* Review self-study material prior to meeting
* Prepare data gathering plan by research methodology (Including but not limited to interviews, peer studies, customer surveys, staff surveys)
* Form committees based upon data gathering plan (It is recommended that committees consist of the two co-chairs, six people)
* Assign committee members to data gathering subcommittees. Suggested assignments:
  + Interviews (1 PERSON)
  + Peer Studies (1 PERSON DRAFTS QUESTIONS, ALL MEMBERS DIVIDE AND CONTACT PEERS)
  + Survey – customers (2 PEOPLE)
  + Survey – staff (2 PEOPLE)
  + CHAIR: Manage external reviewer visit
* ***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 peer study and other data gathering tasks and related subcommittee reports
* Conduct external review and receive reviewer’s report
* Prepare and distribute subcommittee reports to committee members

The committee may consider other data gathering methods not listed including focus groups, process studies, etc.

* ***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 based on director and committee comments
* Forward final report to AVP and VP
* Meet with AVP and VP – at their discretion – to review report (otherwise they can meet together with the unit head to discuss the report)
* Meet with departmental personnel to review report – at the discretion of the unit head
  + Decide which action items will be added as objectives in the Star Tool

**Phase 3 Tasks**

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

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

* Senior Vice President meets with the AVP (and possibly the director) to discuss progress.

**Additional Requirements to Ensure Success**

* Interview AVP and Director formally as part of the program review.
* Brief-in and brief-out with Director.
* Chair should ask the Director how the committee can help them.
* Stick to the goal of providing support for the unit. We are not out to catch anyone doing something wrong.
* Balance positives and constructive criticism.
* Use the “findings and recommendations” format in the final report. Each recommendation should be bolstered or supported by fact-based findings. Any readers should be able to connect the facts to a recommendation.
* Support findings and recommendations with two or more sources (survey, interviews, external reviewer, focus groups, data review, observations, etc.) if possible.
* Keep the Director informed as you complete your work (quick, short emails).
* Focus on the quality of recommendations and not the quantity.
* The Director should be given the opportunity to review and modify the report before it is finalized.