

University of La Verne

External Reviewer Guide For Program and Department Reviews

Administrative and Co-curricular Departments and Programs

The responsibility of the external reviewer is to appraise the ability of the program or department to deliver its programs and services effectively, and to identify strengths and weaknesses of the overall program.

1. The reviewer receives the program review or self-study prepared by the department or program ahead of time and is familiar with its content when s/he visits the campus.
2. The reviewer is invited to visit with the program or department
3. The reviewer has the opportunity to meet with the program manager or administrator, members of the program review team, selected stakeholders internal and external to the program, and senior managers.
4. The reviewer has the opportunity to inspect the facilities and resources of the program.
5. The reviewer writes a brief report of roughly about 3-5 pages that responds to the following elements of the program review:
 - a. Program or departmental goals and objectives
 1. Has the program clearly articulated its goals and objectives?
 2. Are the goals and objectives realistic and appropriate?
 - b. Program capacity
 1. Does the program have adequate facilities, equipment, resources, and support services?
 2. Are the staff well qualified to perform their duties?
 - c. Methods and procedures to assess program or department effectiveness
 1. Has the program clearly articulated and applied its methods and procedures for assessing its goals, objectives, and their effectiveness?

- d. Overall health of the program or department (its strengths and weaknesses)
- e. Action recommendations (the reviewer is encouraged to make further recommendations for action)
 - 1. Are recommendations appropriate for program and department needs?
 - 2. How could the program or department be improved over the next five years?
- 6. The reviewer provides an oral exit report to the senior manager of the program or the department
- 7. The reviewer provides a written report to the senior manager of the program or the department within 30 days of the visit.

Note: Any observations on discrete issues unsuitable for a public document should go directly to the senior manager in a separate letter.

5/25/2010