INSTITUTIONAL PROGRAM REVIEW
POLICY AND PROCEDURES

PURPOSE OF INSTITUTIONAL PROGRAM REVIEW

Institutional program review (Program Review) at Amarillo College is designed to ensure that the institution is successfully and effectively meeting the various needs of its student constituency. Assessment and evaluation of all programs and services is necessary to make evidence-based decisions which ensure quality educational opportunities for students.

Objective, timely, and comprehensive program review serves not only to maintain but also to improve instructional and administrative and educational support programs and services. Effective program evaluation provides accountability to all stakeholders including taxpayers and students.

This comprehensive program review process analyzes the effectiveness and efficiencies relevant to accomplish the mission and goals of the College and completes the loop for the systematic integration of outcome assessments, PET forms, past Program Reviews, and budgets. To ensure that all divisions/departments/offices within Amarillo College meet the needs of our students and contribute to accomplishing the goals of the College, this review will be completed on a five-year rotation. This Program Review process builds on the expectations of the relevant external entities and provides embedded access to planning documents, statistical, empirical, and qualitative data of the College's databases. The cumulative results of this process will contribute to the overall effectiveness of institutional planning and budgeting.

The purpose of this policy and procedures document is to provide a system for assessing and evaluating each program on a regular schedule. The term "program" refers to a major division or unique office or department including all instructional divisions and non-instructional divisions/offices.

GENERAL PRINCIPLES OF EFFECTIVE PROGRAM REVIEW

Since the National Center for Higher Education Management Systems (NCHEMS) in Boulder, Colorado, recommends the following principles be incorporated into program review:

- Fairness   - Positive Emphasis
- Comprehensiveness   - Proper Implementation

- Use of Multi-Criteria	- Objectivity
- Good Communications	- Cyclical & Timely Reviews
- Credibility	- Utility
- Program Access	- Specificity

each is considered an expectation within all stages of the Program Review process.

PROGRAM REVIEW SCHEDULE

All divisions/components of the institution complete the Program Review process every five years. Exceptions may be granted by the Director of Institutional Effectiveness when a new hire has been placed in the leadership role of the division; external accrediting agencies require program review to be conducted at a specific time; or when other concerns about a program's viability dictate that program review should be delayed or advanced in time sequence. The Office of Institutional Effectiveness and Advancement is charged with maintaining the integrity of the process and overseeing the schedule, making the committee recommendations and other management duties necessary for this process.

The following schedule will provide for a complete review of each program every five years between 2005 and 2011:

2006-2007

1. College Advancement (remaining programs College Relations and Professional & Org. Development) – **Non-Instructional**

2. Library - **Non- Instructional**

3. Business Division – **Instructional**

4. Science & Engineering Division – **Instructional**

2007-08

1. Finance & Administrative Services – **Non**-**Instructional**

2. Allied Health Division – **Instructional**

3. Information Systems & Technology - **Non**-**Instructional**

4. Assessment & Development - **Non**-**Instructional**

5. Industrial and Transportation Technologies   Division – **Instructional**

2008-2009

1. Extended Programs - **Non**-**Instructional**

2. Language, Communication and Fine Arts Division - **Instructional**

3. AC Foundation (since this is a separate entity, program review process is optional) - **Non**-**Instructional**

2009-2010

>   1. Nursing Division - **Instructional**
>
>   2. Student & Academic Development – **Non-Instructional** & **Instructional**
>
>   3. Workforce Development Division – **Non-Instructional** & **Instructional**

2010-2011

>   1. Behavioral Studies Division – **Instructional**
>
>   2. KACV (since this is a separate entity, program review process is optional) - **Non-Instructional**

2011-2012

>   1. Library – **Non-Instructional**
>
>   2. College Advancement – **Non-Instructional**

STAGES OF THE PROCESS

I. Self-Study
Report to be completed by a broad-based representation of all employees within each department's/office's faculty, administrators and classified staff of the division under review. Submit as a web-based document (including all supporting documentation).

II. External Review
Report to be completed by a cross-representation of employees from across the College (see External Committee Membership and Responsibility). Submit as a web-based document (including all supporting documentation).

III. Follow-Up Response
Response to be completed by chairman of department/office for the division under review with input from all employees in that area. Submit as a web-based document (including all supporting documentation).

EXTERNAL REVIEW COMMITTEE MEMBERSHIP AND RESPONSIBILITY

The President's Cabinet will appoint a cross-representation of college employees to an External Review Committee for each division or component under Program Review. Each External Review Committee will be responsible for reviewing one division or component of the College.

The chairman of each External Review Committee must have had experience on at least one other External Review Committee of a Program Review. Every member of an External Review Committee must be capable of applying critical thinking skills to analyze the data and respond to the required criteria.

Each External Review Committee reviewing an **instructional** division or component will be comprised of one-two division chairmen, one-two department chairmen or directors, two faculty members, and a director from each of Student & Academic Development, Finance & Administrative Services, Workforce Development, Information Systems & Technology, and one other non-instructional division or office. Minimum number of External Review Committee members for each instructional division will be nine.

Each External Review Committee reviewing a **non-instructional** division/office will consist of at least one instructional division chairman, one department chairman/director, one faculty member, and one director from five of the non-instructional divisions/offices not under review. Minimum number of External Review Committee members for each non-instructional division will be six.

The Director of Institutional Effectiveness will contact the chairman of each appointed External Review Committee when needing to discuss matters relevant to an appointed External Review Committee. The External Review Committee will review the Self-Study and ask any questions, hold interviews, and seek additional data relevant to Program Review. The External Review Committee will hold the Oral Exit Report to formally present the findings and make recommendations and commendations to the division/office and the respective President's Cabinet member(s) and the web-based document will serve as the print and archived document.

PROCEDURE AND TIMETABLE FOR PROGRAM REVIEW

July 1   Each External Review Committee for Program Review (including chairman) appointed by the President's Cabinet.

August 20   Charge presented to each division under review.

August 21   Self-Study for each division undergoing Program Review begins.

Sept. - Dec. 15
1. All employees involved with completing the web-based Program Review Self-Study analyze the questions and corresponding data and complete analysis and make recommendations for future.

2. Each department/office within the division must complete and submit the Self-Study Form.

3. If desired, divisions/departments/offices may request external evaluation comments from reviewers who are not Amarillo College employees (e.g. consultants from other colleges or

business/industry). Requests for honoraria fees may be made to the Director of Institutional Effectiveness or the respective President's Cabinet member. Typically, no more than two consultants per division will be utilized due to budget constraints.

Jan. 15
Submission of the final version of the web-based Self-Study Form for Program Review.

Jan. 30
Orientation of External Review Committee for Program Review Maximum of two external consultants may be retained to address specifics for the External Review Committee but only with the approval of the Director of Institutional Effectiveness.

Feb. 1 - April 15
1. External Review Committee responds to all questions on the External Review Committee Report Form. Recommendations may be for, but not limited to, revisions to student outcomes assessment approaches, department/office improvement, program expansion, retrenchment, reorganization, or budget.

2. Opportunity for the chair of the division under review to preview the report and ask for clarifications or corrections for those items not substantiated with facts.

3. Oral Exit Report presented to the division and, after that, web-based document available and stored in Electronic Archives.

April 15 – May 31
Response to the External Review Report submitted by division in Follow-Up Response Form based on input from employees within the division. Decisions regarding recommendations and concerns contained in the program review report will be implemented through appropriate processes.

June 1 - next cycle
Implementation of relevant recommendations into budget, assessment, hiring and other processes as indicated in Program Review's Follow-Up Response Form.

*NOTE:
Because of the differing functions of the various components of the institution, modification to this process may be appropriate. Such changes must be approved by the Director of Institutional Effectiveness.

ADDITIONALRESOURCES AVAILABLE FOR PROGRAM REVIEW:

While most of the data and other information necessary for completing the Program Review are embedded within each form, additional resources may be found at:

- Electronic Archive site of the College's Website (http://archives.actx.edu/) including, but are not limited to, the following:

  Committee Membership
  - Advisory

  Handbooks and Manuals

  Minutes
  - Advisory

  Reports:
  - Institutional Effectiveness:
    - Amarillo College Strategic Plan through 2010
    - Planning & Evaluation Tracking (PET) Forms

- Institutional Effectiveness and Advancement (http://www.actx.edu/iea/) but not limited to:

  Planning/Evaluation/Assessment
  - Assessment

  Institutional Research including,
  - Reports (Standard)
    - Databook
    - Self-Service Stats

Contact the Director of Institutional Effectiveness for recommendations regarding other resources.