PROGRAM REVIEW
POLICY AND PROCEDURES

PURPOSE OF 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, evaluation, and making improvements and revisions 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, administrative and educational support programs and services. Effective program evaluation provides accountability to all stakeholders, including taxpayers and students.

Program Review along with Planning and Evaluation Tracking (PET) forms and the Strategic Plan are the three major assessments at Amarillo College. 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 and to 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 and includes 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
- Comprehensiveness
- Use of Multi-Criteria
- Good Communications
- Credibility
- Program Access

- Positive Emphasis
- Proper Implementation
- Objectivity
- Cyclical & Timely Reviews
- Utility
- 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 Dean of Assessment & Development, including: 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. This office 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 2010 and 2020:

START OF NEW FIVE YEAR CYCLE:

2010-2011

1. Industrial & Transportation Technologies - **Instructional**

2. Information Technology Services – **Non-Instructional**

3. Enrollment Management – **Non**-**Instructional** & **Instructional**

4. Continuing Education Division – **Non**-**Instructional** & **Instructional**

2011-2012

1. Behavioral Studies Division – **Instructional**

2. Nursing Division - **Instructional**

3. KACV - TV & FM - **Non**-**Instructional**

4. AC Foundation – **Non**-**Instructional**

2012-2013

    1. Library – **Non-Instructional**

    2. College Relations – **Non-Instructional**

    3. Center for Teaching & Learning – **Non-Instructional**

    4. Business Division – **Instructional**

    5. Sciences & Engineering Division – **Instructional**

2013-2014

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

    2. Allied Health Division – **Instructional**

    3. Information Technology Services - **Non-Instructional**

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

2014-2015

    1. Academic Success Division - **Instructional**

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

START OF NEW FIVE YEAR CYCLE:

2015-2016

    1. Industrial & Transportation Technologies - **Instructional**

    2. Information Technology Services – **Non-Instructional**

    3. Enrollment Management – **Non-Instructional** & **Instructional**

    4. Continuing Education Division – **Non-Instructional** & **Instructional**

2016-2017

    1. Behavioral Studies Division – **Instructional**

    2. Nursing Division - **Instructional**

    3. KACV - TV & FM - **Non-Instructional**

    4. AC Foundation – **Non-Instructional**

2017-2018

    1. Library – **Non**-**Instructional**

    2. College Relations – **Non-Instructional**

    3. Center for Teaching & Learning – **Non-Instructional**

    4. Business Division – **Instructional**

    5. Sciences & Engineering Division – **Instructional**

2018-2019

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

    2. Allied Health Division – **Instructional**

    3. Information Technology Services - **Non**-**Instructional**

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

2019-2020

    1. Academic Success Division - **Instructional**

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

IV. Report to the President's Cabinet
Program Review summary report presented to the President's Cabinet by the dean/chair of division and department chairmen/program managers of the division which has completed

the program review process. Summary reports will be scheduled through the President's Office.

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 <u>applying critical thinking skills</u> to analyze the data and respond to the required criteria.

Each External Review Committee reviewing an **instructional** division or component <u>will be comprised of no less than seven members</u>: one Dean/Associate Dean/Division Chairman, one Department Chairman/Director, one-two faculty members, and at least one representative from aCabinet area outside of instruction (e.g. Assessment & Development, Continuing Education, Enrollment Management, Finance & Administrative Services, Information Technology Services). Minimum number of External Review Committee members for each instructional division will be <u>seven but the committee may be expanded</u> if the size of the instructional division warrants it.

Each External Review Committee reviewing a **non-instructional** division/office will <u>be comprised of no less than six members</u>: at least one instructional Dean/Associate Dean/Division Chairman, one Department Chairman/Director, one faculty member, and at least one representative from a Cabinet area outside of the one under review (e.g. Assessment & Development, Continuing Education, Enrollment Management, Finance & Administrative Services, Information Technology Services). Minimum number of External Review Committee members for each non-instructional division will be <u>six but the committee may be expanded</u> <u>if the size of the non-instructional division warrants</u> it.

The Dean of Assessment & Development 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.

PROGRAM REVIEW SUMMARY REPORT TO THE PRESIDENT'S CABINET

Upon completion of the program review process, a final summary report of the program review findings will be presented orally to the President's Cabinet by the Vice President/Dean/Division Chair in cooperation with Directors/Department Chairmen/Program Managers of the division which has completed the program review process.

The final summary report will improve awareness and communication across instructional and non-instructional programs, and generate opportunity for evidence-based discussions and decisions which ensure quality educational opportunities for students through effective institutional planning and budgeting.

The summary report should focus on: 1) commendations; 2) areas in need of improvement and revision; and 3) budgetary needs and concerns for future. A written summary of the presentation (not to exceed two pages) may be distributed to Cabinet members and will be archived in the Electronic Archives.

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 Dean of Assessment & Development 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 Dean of Assessment & Development.

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 and presented to President's Cabinet 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 Dean of Assessment and Development.

ADDITIONAL RESOURCES 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 2015* or more current strategic plan
        Planning & Evaluation Tracking (PET) Forms

- Assessment and Development (http://www.actx.edu/iea/) but not limited to:
    Planning/Evaluation/Assessment
      Assessment
    Institutional Research including,
      Reports (Standard)
        Databook
        Self-Service Stats

Contact the Dean of Assessment & Development for recommendations regarding other resources.